

**Annual Report
1988 - 89**

**Employment Services
and Economic Security**





**Minister of
Family Services**

Room 357
Legislative Building
Winnipeg, Manitoba, CANADA
R3C 0V8

November 1989

His Honour George Johnson
Lieutenant-Governor
Province of Manitoba

May It Please Your Honour:

I have the honour of respectfully submitting to you the Annual Report for the Department of Employment Services and Economic Security of the Province of Manitoba for 1988/89.

A handwritten signature in cursive script, reading "Charlotte L. Oleson".

Charlotte L. Oleson





**Deputy Minister of
Employment Services and
Economic Security**

Winnipeg, Manitoba, CANADA
R3C 0V8

November 1989

The Honourable Charlotte L. Oleson
Minister of Family Services
Province of Manitoba

Madam:

I have the privilege of respectfully submitting to you the Annual Report for the Department of Employment Services and Economic Security of the Province of Manitoba for 1988/89.

Roxy Freedman

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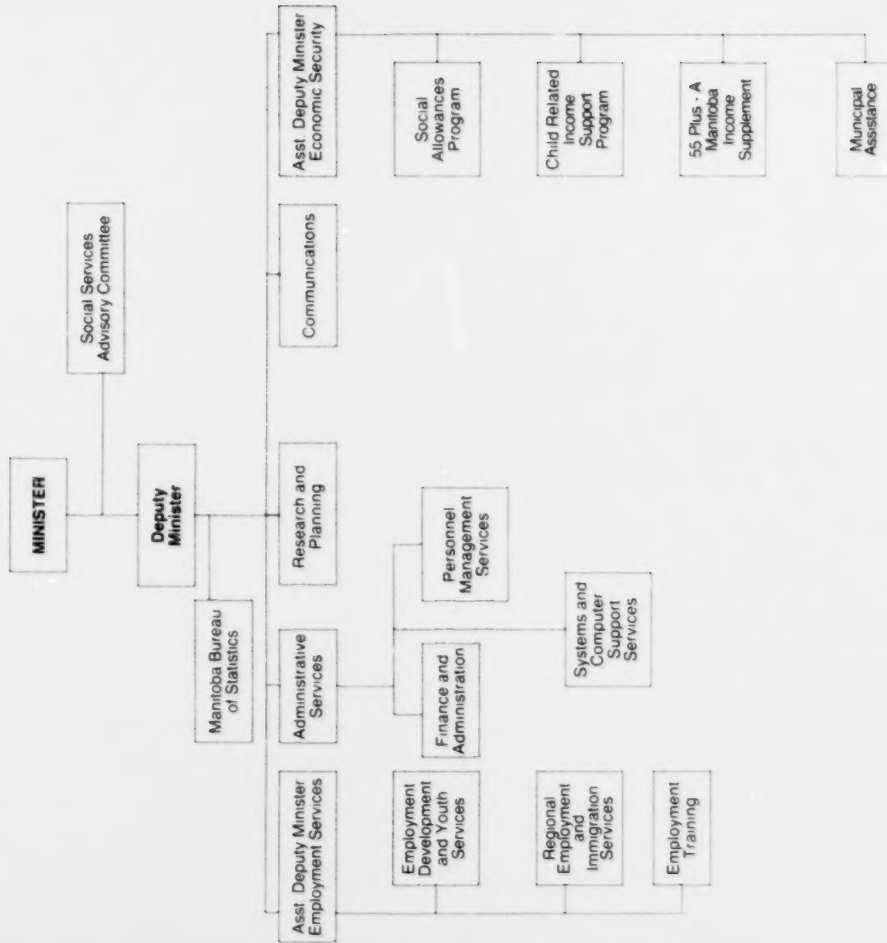




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Organization Chart — Employment Services and Economic Security **March 31, 1989**



Overview

The Department of Employment Services and Economic Security develops, implements and co-ordinates provincial labour market and income security policies to ensure that Manitobans have the means and opportunities to participate in and contribute to the Province's economic life.

The two major operating divisions of the Department operate programs and services in the areas of employment, training, social assistance and income supplementation. The linking of labour market measures and income security programs within one department is intended to increase job training and placement opportunities for Manitobans on social assistance. This is a major objective of the Department.

An Administrative Services division delivers central services to the rest of the Department in the areas of administration, finance, personnel, research and planning, communications and information systems.

In 1988-89, the Department also included the Manitoba Bureau of Statistics, the central statistical agency for the provincial government. The Bureau oversees the promotion, development and distribution of integrated social and economic statistics as they relate to the province.

On August 1, 1988 the Department assumed administrative responsibility for the Manitoba Women's Directorate. The Directorate is the staff organization which answers to the Minister Responsible for the Status of Women who, in 1988-89, was also the Minister of Employment Services and Economic Security. Working in conjunction with other departments and government agencies, the Directorate recommends measures designed to eliminate barriers, enhance services and increase opportunities for women.

The Social Services Advisory Committee is an independent body which reports directly to the Minister of Employment Services and Economic Security.

The Committee reviews appeals made by applicants or recipients of the Social Allowances Program, municipal assistance, Child Related Income Support Program, and 55 PLUS — A Manitoba Income Supplement. The Committee reports on its activities for 1988-89 within this Annual Report.

The main bridge between the Department's two major operating divisions — Employment Services and Economic Security — is the Canada-Manitoba Agreement on Employability Enhancement for Social Allowances Recipients. This Agreement provides for the funding of job training and placement programs which enable social assistance recipients to prepare for and find jobs. This multicomponent initiative includes Single Parent Job Access, Job Access for Young Adults, Employment Access for the Disabled and Municipal Projects

which is geared toward recipients of municipal social assistance. These programs are cost-shared by the federal and provincial government.

In October of 1988 these programs were joined by a new component, Gateway, which is funded solely by the provincial government. Gateway is a 30-week program which combines classroom instruction with on-the-job training. This intensive training course enables participants to gain the skills they need to become effective and valuable employees. At year end, 110 Social Allowances recipients are currently participating in Gateway training programs which are intended to lead to permanent employment.

The division also operates youth employment initiatives which are designed to meet the employment related needs of youth, students and employers through the provision of a variety of programs and services.

In 1988, 12,442 students and youth found employment through the 44 youth Employment Centres sponsored by the Manitoba Youth Job Centre Program. Employers and youth also benefitted from the wage assistance initiative Careerstart, which resulted in the creation of 4,802 jobs for young Manitobans.

Through the Job Opportunity Service, the division is also responsible for the placement of all students into summer positions with the provincial government. This also includes the administration of the Student Temporary Employment Program (STEP) which provided salary funding to government departments and agencies enabling nearly 500 students to work on career-related projects during the summer months.

During 1988-89, Immigration and Settlement initiated a number of multimedia projects intended to increase newcomers' understanding of Manitoba's social services. The planning and production of these projects were done in conjunction with immigrant serving groups and agencies. The first project completed involved video and print materials on matters related to housing in Manitoba and was distributed to settlement agencies, libraries and the ESL system. Another project currently in production is comprised of orientation video on the health system and a training video for medical professionals on cross-cultural health care issues. Immigration and Settlement has also co-ordinated the translation of a number of multilanguage brochures on topics ranging from sexual discrimination, AIDS, driver testing, and legal matters.

The Volunteers in Public Service (VIPS) program also encourages Manitobans to gain job experience through a wide range of volunteer activities. The program recently produced *Procedures and Standards of Operation for Volunteer Involvement, A Guidebook*, which will enhance and simplify the administration of volunteer services in all government departments.

During 1988-89, Manitoba served as lead province in labour market issues. In this capacity the Province hosted a two-day federal-provincial/territorial conference held in Winnipeg. This conference, co-chaired by the Minister of Employment Services and Economic Security and the federal Minister of Employment and Immigration Canada, enabled provincial and territorial Ministers responsible for labour market issues to share their concerns with the senior level of government.

The Economic Security division of the Department administers the Province's major income maintenance initiative, the Social Allowances Program, provides provincial cost-sharing to municipal assistance systems, and operates income supplement programs to assist families raising children and Manitobans aged 55 and over who have limited financial resources.

The division also works to promote the economic independence of social assistance recipients by developing connections with employment and training programs and other support services.

On January 1, 1989, Social Allowances benefits were increased by 3.9%, in keeping with the increase in the overall Consumer Price Index. During 1988-89, social allowances benefits were provided to a monthly average of about 24,000 cases representing about 45,000 individual Manitobans, primarily disabled persons, single parents and their children. As well, the Department cost-shared municipal assistance to a monthly average of almost 10,000 cases involving approximately 16,000 individuals in need.

The Social Allowances Program regulations were amended, effective January 1, to enable children in families receiving assistance who attend school full-time to retain earnings from employment without affecting their families' monthly benefits.

This measure is intended to provide these children with extra income for their personal needs and further education, and to encourage them to develop the employment habits and skills they will need to build future economic independence.

The 55 PLUS income supplement program provided quarterly benefits this year to about 26,000 older Manitobans with limited incomes. Eligible income levels and maximum benefits were raised in 1988-89 in accordance with cost-of-living increases as measured by the consumer price index.

Monthly income supplements provided under the Child Related Income Support Program assisted about 8,900 families with the costs of raising their children. Eligible income levels for this program were increased effective July 1, 1988, also reflecting cost-of-living increases as measured by the consumer price index.

This past year, the Manitoba government contracted for an external audit of the Social Allowances Program to ensure that it was being delivered appropriately. The consultants found that staff were appropriately and correctly carrying out established procedures and regulations of the program.

The Department also began a consultation process with municipalities to consider options for developing more uniform rates and rules governing municipal social assistance programs. A social assistance review committee consisting of representatives from all major municipal organizations, has been established and its recommendations will be submitted to the government in the next fiscal year.

SAMIN (Social Allowances Management Information Network), which was fully implemented in July 1987, continues to provide improved access to information and administration of the Social Allowances Program.

The Women's Directorate was responsible for all aspects of The Women's Initiative carried out in 1988-89. The Initiative's Consulting Committee travelled to 24 Manitoba communities and heard 70 presentations from individuals and organizations on a variety of issues facing women. This five-month consultation on the effectiveness of government programs and services to women resulted in the preparation and presentation of a report which included 94 recommendations for changes to policies and programs relating to the legal system, day care, income security, employment practices and human rights.

This Annual Report, which covers the period from April 1, 1988 to March 31, 1989, provides a detailed description of programs and services, including their activities and output, administered by the divisions and related agencies of the Department of Employment Services and Economic Security.

Employment Services Division

Tannis Mindell - Assistant Deputy Minister

The Employment Services Division is the focal point for the provincial government's training and employment activities. Programs and services operating in the Division are designed to stimulate job creation, provide training opportunities and assist with job search and referral for unemployed Manitobans. Special emphasis is placed on targetting these services to employment disadvantaged Manitobans — youth, Native persons, immigrants, social assistance recipients, the disabled and women.

Employment Development and Youth Services Branch

G. Rempel - Executive Director

The Employment Development and Youth Services branch develops and implements employment policies and strategies which support fair and equitable access to Manitoba's labour force and provincial economic development strategies. The programs and services administered by the branch focus on the needs of students, youth, unemployed Manitobans in general and individuals encountering barriers to employment. Programs and services include:

- A centralized registration and referral service for university, community college and high school students, as well as unemployed Manitobans seeking jobs created through provincial government employment programs (Job Opportunity Service);
- Youth employment programs (Student Temporary Employment Program, CareerStart);
- Summer job placement services for youth in Winnipeg, rural and northern communities (Manitoba Youth Job Centre Program);
- Consultation to government departments and agencies on utilizing a supplemental volunteer work force (Volunteers in Public Service Program);
- A youth volunteer program designed to enable Manitobans to gain valuable work experience and explore career possibilities through volunteer placements within various government departments (Manitoba Youth Volunteers in Government Program);
- An employment program which provides on-the-job training and skill development for unemployed Manitobans (Job Training for Tomorrow);
- Employment programs for individuals receiving social assistance which provide classroom instruction, work experience and a counselling service (Job Access for Young Adults, Gateway); and
- A program to provide grant funding to organizations to operate employment programs for youth receiving social assistance and disabled social assistance recipients, which provide a combination of training, counselling and work experience (Employability Enhancement for Social Assistance Recipients: Job Transition for Youth, Employment Access for the Disabled).

Job Opportunity Service

The Job Opportunity Service is responsible for the registration, referral and placement of all students into summer positions in provincial government departments, Crown corporations and commissions. Employment related support services are also provided to unemployed Manitobans.

The objectives of the Job Opportunity Service in 1988-89 were:

- To increase hiring efficiency within provincial government departments, Crown corporations, commissions and provincially subsidized positions in the private sector by providing a centralized registration and referral service for students from all over Manitoba and unemployed residents in Winnipeg;
- To locate jobs for students in their home communities where possible;
- To increase the opportunities available to students to acquire a career or interest-related work experience;
- To assist unemployed Manitobans in Winnipeg by providing them with job search information and helping them with resume writing and interview skills; and
- To support the Provincial Affirmative Action Policy by providing a job placement mechanism for physically disabled, Native, and visible minority students.

In 1988-89, the Job Opportunity Service placed 1,529 students and youth in jobs within provincial government departments, Crown corporations and commissions. Of these, 1,060 students were placed in positions covered by the budget of the hiring department or organization. Another 469 students were placed in positions created by the Student Temporary Employment Program (STEP).

A total of 69 physically disabled, 36 Native and 50 visible minority students and youth found summer employment through the Job Opportunity Service.

In addition to direct referral, 999 unemployed people were given assistance with resume writing, self marketing and provided with job search information.

Student Temporary Employment Program (STEP)

STEP provides salary funds to enable government departments to hire students in short-term, summer projects. The program is designed to offer students career-related work experience while enabling government organizations to meet service demand at peak activity periods. A special component of the program ensures that disabled, Native and visible minority students are given opportunities to gain work experience within the Civil Service.

The objectives of STEP in 1988-89 were:

- To increase career-related work opportunities for students by funding projects which offer meaningful career-related work in innovative areas supporting new government thrusts;
- To reduce student unemployment in Manitoba during the summer months;
- To provide financial assistance to students to enable them to continue their education.
- To provide the opportunity for students to work in their home locality during the summer months;
- To provide the opportunity for physically disabled, Native and visible minority students to obtain work experience during the summer months;
- To provide the opportunity for an interprovincial work experience between the provinces of Manitoba and Quebec through a work exchange for ten Manitoba and ten Quebec students;
- To provide the opportunity for an international work experience between Canadian and foreign countries through a work exchange for six Manitoba and six foreign students; and
- To provide the opportunity for ten gifted high school students to participate in the Shad Valley Program which involves workshops in mathematics, the sciences and entrepreneurship for four weeks followed by six weeks of related work experience.

During 1988-89, 469 students were employed in projects funded through STEP, working an average of 12 weeks each. A total of 63 physically disabled, 19 Native and 23 visible minority students were employed through STEP.

Manitoba Youth Job Centre Program

The Manitoba Youth Job Centre Program operates in co-operation with Canada Employment Centres, Chambers of Commerce, municipal governments and other interested community and youth groups to establish placement, referral and job counselling services for students and unemployed youth seeking summer jobs.

The objectives of the Manitoba Youth Job Centre Program in 1988-89 were:

- To increase the number of local youth being hired by private and public employers;
- To increase job availability and knowledge of job search techniques, volunteerism and career information;
- To increase employer satisfaction with youth employees through appropriate matching and referral;
- To provide career-related summer employment opportunities for 47 students acting as Manitoba Youth Job Centre Managers and Student/Youth Employment Centre co-ordinators; and
- To increase community participation in the areas of student and youth employment activities.

During the summer of 1988, 34 Manitoba Youth Job Centres operated in small rural communities throughout the province and were sponsored and administered by local community committees with funding from the Department. In ten larger communities, including Winnipeg, Student/Youth Employment Centres were operated jointly with the federal government. University students were hired to operate the centres from May until mid-August.

During the summer of 1988, a total of 12,442 youth were placed in full-time and part-time jobs by the Centres. This figure includes the placement of 851 in Manitoba CareerStart '88 positions. In addition, the Centre managers were responsible for establishing and conducting workshops on job search techniques for high school students in their areas.

Volunteers in Public Service

The Volunteers in Public Service Program has a mandate to provide leadership and support for volunteerism in the provincial government. This is accomplished by providing services in three distinct categories: co-ordination of matters relating to volunteerism in government, consultation on volunteer management, and placement of volunteers in career-related volunteer positions.

The objectives of the Volunteers in Public Service Program in 1988-89 were:

- To provide a consultative mechanism for promoting, supporting and educating provincial government departments and agencies in effectively involving volunteers in their programs;
- To co-ordinate activities or events that affect all volunteers in government;

- To develop and promote consistent policies, procedures and standards which ensure the effective use of volunteers in provincial government services; and
- To promote and develop individual career-related volunteer placements especially for (but not limited to) youth, through the operation of the Manitoba Youth Volunteers in Government Program (MYVG).

A variety of activities were undertaken in each of the three areas of service during 1988-89. The Program completed 49 co-ordination activities for the promotion and support of volunteer involvement in the provincial government. Major activities included planning the Premier's Reception for Volunteers, administration of the Premier's Volunteer Service Award, production of "Procedures and Standards of Operation for Volunteer Involvement, A Guidebook", and liaison with appropriate non-government organizations.

Staff of the Volunteers in Public Service Program provided a total of 114 consultations on volunteer program management to 82 different branches of 19 departments. Agencies receiving services included: the Manitoba Intercultural Council, Brandon Mental Health Centre, Oak Hammock Marsh, Rideau Park Personal Care Home, the Recreation Branch of the Department of Culture, Heritage and Recreation, and the Home Economics Section of the Department of Agriculture. Although the majority of consultations took place in Winnipeg, 15% occurred in rural Manitoba.

Consultations mainly focused on the following topics:

- Volunteer program development and management, including: needs assessment, program planning, job design, recruitment, training, supervision, evaluation and recognition of volunteers.
- Identification of potential and appropriate volunteer activities;
- Orientation and training of staff hired to manage and supervise volunteers;
- Issues and concerns regarding volunteer involvement;
- Insurance, liability and legal considerations pertaining to volunteer involvement;
- Evaluation of existing programs;
- Assessment of funding proposals for projects involving volunteer management; and
- Critique of program plans, materials and policies.

In 1988-89, a course on Volunteer/Employee Relationships was introduced by the Program, which is offered through the Civil Service Commission. Staff developed and began delivering the course to government staff responsible for supervising volunteers.

A variety of workshops were also provided to government and non-government organizations concerned with volunteers, including: The Volunteer Centre of Winnipeg, the Canadian Association of Directors of Volunteer Service in Health, the Brandon Mental Health Centre, YES Canada Inc., and the Day Nursery Centre.

Manitoba Youth Volunteers in Government (MYVG) is the Volunteers in Public Service Program's mechanism for creating career-related volunteer positions and placing volunteers. The Program provides assistance to people of all ages wishing to gain work experience, develop skills or explore career options by volunteering within government. As well, applicants to the Program may receive counselling on job search techniques, resume writing, employment options and preparation for interviews. Applicants may also complete the Choices Program to assist them in selecting appropriate areas in which to volunteer.

During 1988-89, 67 volunteers were placed in 19 departments throughout government. This is in addition to the volunteers recruited by individual government departments. Almost 20% of those who volunteered found employment as a direct result of participating in the Manitoba Youth Volunteers in Government Program. An additional 20% pursued further education and training relating to their volunteer activity.

All of the volunteers active in the program during 1988-89 provided a total of approximately 4,536 hours of service.

Employability Enhancement for Social Assistance Recipients

Job Transition for Youth

Job Transition for Youth is a component of the Canada/Manitoba Agreement on Employability Enhancement for Social Assistance Recipients. This three-year agreement was signed in January of 1987 to establish or expand various employment initiatives in order for social assistance recipients to develop a more stable work force attachment.

Job Transition for Youth consists of two program areas:

(i) Job Access for Young Adults

The goals of the Job Access for Young Adults project are:

- To provide opportunities for social assistance recipients aged 18 to 24 years of age to obtain permanent employment in occupations of relatively high demand.

- To respond to the employment difficulties of young adults on social assistance through an integrated approach involving governments, educational institutions and the private sector business community.

In 1988-89, the Job Access for Young Adults Project provided 30 young people with an opportunity to participate in 40 weeks of training leading to permanent employment. Specific job skills were developed through a combination of accredited classroom instruction and on-the-job training.

The project, operated from April 1988 to January 1989, consisted of 20 weeks of classroom instruction and 20 weeks of on-the-job training. Counselling and support were available throughout the 40 week period. The 18 trainees at South Winnipeg Technical Centre studied Auto/Diesel Mechanics, Autobody Repair, General Welding, Industrial Mechanics or Production Art/Drafting. The 12 trainees at Red River Community College studied Commercial Cooking. While attending classroom instruction, participants received a training wage equal to the provincial minimum wage.

Private sector employers were recruited to provide work experience placements with the expectation that permanent positions would be created. With the exception of the Commercial Cooking area, employers were eligible to receive a subsidy equal to 50% of the hourly wages paid to trainees, up to the maximum of \$3.00 per hour plus an employee benefit allowance of 10% of the wage assistance.

Of the 30 participants selected to participate in the program, 25 were male, 5 were female, 2 were recent immigrants and 12 had a Native background. Twenty young people (67%) successfully completed the program. Of the 20 participants completing the program, 17 (85%) were employed at program completion which represents 57% of the individuals who originally entered the program.

(ii) Youth Program

The objective of the Youth Program is to provide grant funding to private, non-profit organizations for the operation of training and employment projects which are targeted to social assistance recipients between the ages of 18 and 24 and provide a combination of training, counselling and work experience which will lead to permanent, full-time employment.

In 1988-89, five organizations received grant funding and delivered programming to a total of 169 youth receiving assistance. While on the program, participants were paid a wage equal to the provincial minimum wage. Seventy-four participants secured employment and 21 participants went on to further education or training as a direct result of the Program.

Employment Access for the Disabled

Employment Access for the Disabled is an additional component of the Canada/ Manitoba Agreement on Employability Enhancement for Social Assistance Recipients.

The objective of Employment Access for the Disabled is to provide grant funding to private, non-profit organizations for the operation of training and employment projects which are targeted to social assistance recipients with mental, physical or emotional disabilities and provide a combination of training, counselling and work experience which will lead to permanent, full-time employment.

In 1988-89, five organizations received grant funding and delivered programming to a total of 40 disabled social assistance recipients. While on the program, participants were paid a wage equal to the provincial minimum wage. 20 participants secured permanent employment and one participant went on to further education and training.

Manitoba CareerStart '88

Manitoba CareerStart encourages employers to create additional employment opportunities for Manitoba's students and unemployed youth during the summer months.

The objectives of Manitoba CareerStart in 1988-89 were:

- To create additional positions for full-time students of any age and unemployed youth 16 to 24 years of age;
- To create employment opportunities for Manitoba youth which provide skills, training and/or career-related work experience to equip them for full-time participation in the labour force; and
- To provide financial support through employment to students to enable them to continue their education.

Manitoba CareerStart '88 offered wage assistance to registered businesses, institutional organizations and community/non-profit groups entirely located within Manitoba and in operation prior to program application.

Businesses and institutional organizations were eligible to receive wage assistance from the program at the rate of \$2.35 per hour plus an employee benefit allowance of up to 10% of the wage assistance.

Community/non-profit groups were eligible to receive wage assistance at the rate of \$4.70 per hour plus an employee benefit allowance of up to 10% of the wage assistance.

All employers were eligible to apply for up to three positions. The minimum length of employment per position was 210 hours with a minimum of 30 hours per week.

The maximum length of employment eligible for wage assistance was 640 hours with a maximum of 40 hours per week.

The program assisted 2,905 employers to provide new job opportunities for 4,802 students and youth.

Job Training for Tomorrow

Job Training for Tomorrow offers unemployed Manitobans employment and skill development opportunities and provides employers with wage assistance for the purpose of creating new, additional positions. Employers also receive assistance in the development of comprehensive training plans designed to meet the needs of individual employees.

The objectives of Job Training for Tomorrow in 1988-89 were:

- To increase training and skill development opportunities for new employees;
- To create additional, long-term employment opportunities for unemployed Manitobans;
- To increase the participation of women in non-traditional or technical occupations; and
- To increase employment opportunities and develop job related skills for youth and special needs individuals in the program.

All positions had to provide a minimum of 30 hours per week with consecutive weeks of employment.

Businesses and larger institutional organizations approved for funding were eligible to receive 50% of the hourly wage paid up to a maximum wage assistance of \$4.00 per hour. Employers in this category were eligible to apply for three positions per program cycle, per independent work location. Smaller community or non-profit groups approved for funding were eligible to receive wage assistance at a rate of up to \$4.80 per hour plus an employee benefit allowance of up to 10% of the wage assistance. Employers in this category were eligible to apply for a maximum of two positions per program cycle, per independent work location.

The program approval process gave priority consideration to positions being filled by employees within the "special needs" category (i.e., mentally and physically disabled, immigrants, visible minorities, Natives, social assistance recipients and disadvantaged youth).

As an additional incentive, employers proposing to hire an unemployed worker 55 years of age or over were eligible for an additional four weeks or 160 hours of funding.

Gateway

Gateway was announced in October 1988 as a pilot project funded by the provincial government as part of the Canada/Manitoba Agreement on Employability Enhancement for Social Assistance Recipients. Operating in Winnipeg, Brandon and The Pas, this program provides opportunities for 110 social assistance recipients to participate in a training program leading to permanent employment.

The objectives of Gateway in 1988-89 were:

- To provide a combination of up to 18 weeks of classroom instruction in an area of interest to the participant and 12 weeks of on-the-job training which will lead to permanent, full-time employment; and
- To assist social assistance recipients to adapt to a working environment by providing individual counselling throughout the 30-week period to enhance life skills and prospects for ongoing employment.

The participants commenced the 30-week project in January 1989. In Winnipeg, 54 trainees enrolled at South Winnipeg Technical Centre to study Automated Office, Industrial Welding, Industrial Mechanics, Industrial Electricity & Electronics, Practical Electricity & Electronics, Commercial Cooking, Autobody Repair or Auto Diesel Mechanics. At Red River Community College, 22 participants studied either Printing or Health/Home Care. Keewatin Community College in The Pas provided Retail Service Worker training for 12 participants. In Brandon, a Developmental Studies course at Assiniboine Community College was combined with a vocational course at Crocus Plans Regional Secondary School for 22 participants. Vocational courses included Autobody, Welding, Food Services, Family/Community, Secretarial, Power Mechanics and Accounting/Clerical.

During the classroom component, participants received a training wage equivalent to the provincial minimum wage of \$4.70 per hour. Participants are paid by the employer during the on-the-job training component of the program. Gateway provides reimbursement to the employer at the rate of 50% of the hourly wage paid, to a maximum of \$3.00 per hour, plus a 10% benefit allowance.

Regional Employment and Immigration Services Branch

G.L. Clement - Executive Director

The Regional Employment and Immigration Services branch consists of Immigration and Settlement Services, the Regional Employment Services Unit and the Human Resources Opportunity Program.

The branch's major objectives are:

- To develop policies and programs related to immigration, demography, citizenship and settlement of immigrants;
- To provide a direct regional delivery of employment programs and services; and
- To provide assessment, counselling, training and employment opportunities to individuals in need of social assistance or experiencing difficulty finding and maintaining employment.

Immigration and Settlement Services

Immigration and Settlement Services is responsible for the development of policies and programs which enable the provincial government to respond to issues related to immigration, demography, citizenship and settlement.

The major objectives of the Service are:

- To ensure that levels and composition of immigration to Manitoba (including refugees) support the attainment of Manitoba's demographic, humanitarian, economic and labour market goals and reflect Manitoba's situation with respect to the labour market, health and social services;
- To facilitate immigrants' effective attainment of self-sufficiency and ability to participate fully in the social, political and economic life of Manitoba; and
- To administer and deliver the Recognition Program and co-ordinate and enhance employment and training opportunities for immigrants in general.

Immigration and Settlement Services' activities are organized into five functional areas:

- Immigrant Access Service, which is a direct service to assist immigrants to gain access to health, social and educational services.
- Settlement development and support, which undertakes development, production and distribution of settlement materials; administration of the Newcomer Services Support Program; developing, assisting and piloting programs for special needs of immigrants such as immigrant women, youth, elderly and mental health needs; participating in directorship and activities of the Joint Directorate for Adult Language Training with Adult and Continuing Education Branch; and volunteer co-ordination.
- Immigration employment services co-ordination, which includes the administration of immigrant targeted wage subsidy programs; recommending government action with respect to immigrant employment; and assisting agencies in designing and implementing immigrant employment programs.

- Information and systems co-ordination, which undertakes activities related to demographic information and analysis related to immigration, including Manitoba's position on annual levels and composition of immigration.
- Immigrant services co-ordination, which includes the review of policies and procedures respecting the admission of certain groups of immigrants; administering the Special Program for Assisting Refugees (SPAR); and co-ordinating Manitoba's activities with respect to immigration policy, levels and agreements.

These activities are carried out in co-operation with a number of other Manitoba government departments and involve a close working relationship with federal departments, non-government agencies and community groups.

Following is a description of the publications, programs and priority concerns of Immigration and Settlement Services:

Immigrant Access Service

The Immigrant Access Service assists immigrants to gain access to government and non-government services in the areas of employment, health, education, child and family services, corrections, legal services and economic security.

Staff trained in cross-cultural human service delivery provide immigrant clients with information services, needs assessment, referral counselling and follow-up services in their own language. Emphasis is placed on working jointly with existing services to facilitate cross-culturally sensitive service delivery to immigrant clients. Cultural and linguistic interpretation is provided for immigrant clients and service providers to enhance effective utilization of existing services. Liaison, education and development is also provided to immigrant communities, as well as government and non-government service providers to assist them to better meet the needs of their immigrant clients.

In 1988-89 services were provided to over 2,000 immigrant clients. Service needs identified in 1988-89 related to family concerns, mental health, employment, income security, legal, immigration/sponsorship and housing issues. Approximately 200 community activities were also undertaken in 1988-89 in the following areas: immigrant community projects, volunteer development, cross-cultural education, training and consultation, and presentations at workshops, conferences and seminars on a variety of immigrant issues.

Joint Directorate for Adult Language Training

In order to better meet adult immigrant language learning needs through an integrated approach to adult ESL programming, a Joint Directorate was established in 1983 involving the language and orientation co-ordination role of the Immigration and Settlement Services and the Adult ESL co-ordination and program development role of the Adult and Continuing Education branch (A.C.E.) of the provincial Department of Education.

Through the Joint Directorate, the following initiatives and activities have taken place:

- Co-ordination of the Settlement Language Training Program (direct delivery costs covered by Employment and Immigration Canada) in Manitoba. The Directorate through the A.C.E. branch provided program development and teacher support to 19 projects in 1988-89 with different ethno-cultural and settlement service organizations. The classes are tailor-made for the needs of approximately 350 immigrant women and seniors not in the labour market.
- The third year of a full-time English for academic purposes program in co-operation with the Core Area Training and Employment Agency, Red River Community College and Student Social Allowances. This service prepares immigrants with advanced education to overcome language related barriers in their efforts to gain accreditation in Manitoba.
- English in the Workplace programming continues to be delivered in the aerospace, building components, agriculture, garment, hospitality and manufacturing, social service sectors. There were 12 projects this year.
- English at Home has expanded into a fourth level and is delivering instruction to approximately 110 students.
- A television series "Speak English for Yourself" was developed in 1987-88 in co-operation with Manitoba Education Television and Videon Cable TV and is currently used as a classroom aid and is periodically rebroadcast on METV.
- Design and delivery of a number of innovative language training programs: English for Family Day Care Providers; English for Community Health Educators; English for Nursing Students; ESL for Lao Working Women and other community-based programs; and ESL for Deaf Learners.
- Provision of a common location for the delivery of the following services in the Massey Building: all ESL classes delivered by Red River Community College; 8 classes of Adult ESL delivered by Winnipeg

School Division Number 1; occasional community based evening classes; and the Immigrant Access Service.

Newcomers' Guide to Manitoba

This guidebook, a comprehensive source of information for newcomers as well as for professionals in the immigrant settlement area, provides information on settlement services and life in Manitoba. It is currently available in English, Vietnamese, French and Chinese.

Employment Development

In 1988-89, Immigration and Settlement Services maintained its co-ordinating role in the marketing and administration of provincial employment creation initiatives aimed at increasing opportunities for newcomers within Manitoba's labour market.

Immigration and Settlement has made significant inroads into solving the problems associated with under-employment, accreditation and equivalency which newcomers frequently face. Recognition: Manitoba Work Experience for Professional and Technically Trained Newcomers is a program providing wage assistance to businesses which can create new jobs for immigrants who have professional and technical skills and experience obtained outside Canada. In 1988-89, 17 highly skilled newcomers were placed into jobs in their fields of expertise. The functional areas of these placements included engineering and architecture, marketing and finance, technology adaptation, scientific activities, and product development and design. With the assistance provided under the Recognition Program, the majority of participants have initiated formal assessment procedures through their professional licensing bodies and in addition have registered for academic courses which will increase their knowledge of Canadian standards.

The Service also refers immigrant clients to other employment programs and provides counselling support to those who do not meet eligibility criteria for direct assistance through Program Recognition.

Volunteer Program

Volunteer programming activities organized by Immigration and Settlement Services in 1988-89 focused on enabling immigrant communities to more actively participate in the social service system in Manitoba. Linked to and supported by the Immigrant Access Service, over 48 trained volunteers from a variety of ethnocultural communities have developed skills and experience in outreach and development activities through the Community Outreach Volunteer Program. Activities in 1988-89 included: promoting immigrants' awareness of and access to a variety of education,

training and employment opportunities available; fostering the development of linkages between community-based helping networks and existing services and programs; and promoting a greater awareness among generic social service providers of the needs and resources in ethnocultural communities. Eight information workshops were organized by volunteers to encourage participation in areas such as: Core Area Initiative programs; schools for further education; Student Aid; and services and programs for seniors. Supports were provided for community groups to use resources and develop programs particularly for immigrant seniors.

Other areas for volunteer participation were identified to supplement Immigration and Settlement services and programs and to provide skill development and work experience to immigrant volunteers. Contributions made by volunteers to programs in 1988-89 included: participation in the production of an orientation video on health; office support to the Immigrant Access Service; ongoing involvement of volunteer immigrant health/social service professionals in providing advice and counselling support to the Immigrant Access Service and its clients; and assistance in writing a cross-cultural adaptation guide.

Newcomer Services Support Program

The Newcomer Services Support Program provides financial support to non-profit organizations involved in newcomer orientation and settlement services. A program budget of \$25,000 was available in 1988-89 for projects which address the settlement needs of immigrants.

Six projects were funded in fiscal year 1988-89 under three grant categories, Settlement Materials and Project Development, Community Development Projects, and Settlement and Adaptation Research.

These projects covered a wide range of needs and issues including: the orientation of immigrant youth; improving the linkages of newcomers with social service providers; expanding the ethnocultural community's volunteer capabilities; nutrition and hygiene information; and evaluation of the Refugee Doctor Program. As well, support was provided to the development of a conference to be held in the fall of 1989 to address intergenerational concerns among immigrant communities resulting from cultural change.

Special Program for Assisting Refugees (SPAR)

In 1988-89, 25 cases involving 82 special needs refugees were admitted to Manitoba under the Special Program for Assisting Refugees (SPAR). SPAR facilitates

the resettlement in Manitoba of newcomers with special needs through the co-operation of private sponsors and the federal and provincial governments. The program facilitated the admission of its first three cases of refugee women under the "Assisting Women at Risk" component and maintains close contact with the United Nations High Commissioner for Refugees and local social service agencies in program co-ordination and delivery.

Special Needs Groups

Immigration and Settlement Services provides support to health and social service agencies as well as ethnocultural organizations in developing and implementing programs and services for special needs groups including: grant supports for the development and delivery of youth programs; consultative supports for the delivery of services to immigrant seniors and expectant mothers; outreach programs; and initiation of funders' co-operation in the development of immigrant women's outreach programs; and initiation and co-ordination of the development of immigrant seniors settlement materials.

Immigrant Health Issues

Immigrant mental health issues have been a focus of Immigration and Settlement Services activities in 1988-89. Consultation, resource assistance and funding support have been provided to assist in the development of community, agency and government responses to service development, education and cross-cultural training needs in the area of immigrant mental health.

Immigration Levels

There has been a change in composition of immigration to Canada and Manitoba over the last decade. What was predominantly a movement from Europe since the Second World War has now become predominantly a movement from Third World countries, mainly Southeast Asia.

The composition of immigration to Manitoba, as defined by immigration class, has shifted from a disproportionately large family class (45.3%) in 1987 to a nearly equal distribution between the three classes in 1988: family; convention refugee/designated; and independents.

In 1988, 65.7% of immigrants were selected for social and humanitarian reasons, compared with 73.9% in 1987. In 1988, 29.1% were selected for labour market criteria and 5.1% were retired, self-employed or entrepreneurs. This compares with 21.2% and 4.9% in these categories in 1987, respectively.

Immigration by Class 1987 - 1988

CLASS (Percentages shown in parentheses)	1987	1988*
Family Class	2,173 (45.3)	1,638 (33.4)
Designated Class and Convention Refugees	1,370 (28.6)	1,587 (32.3)
Independent Class		
Assisted Relatives	309 (6.4)	556 (11.3)
Retired	19 (0.4)	33 (0.7)
Entrepreneurs	138 (2.9)	167 (3.4)
Self-Employed	76 (1.6)	50 (1.0)
Other Independents	714 (14.8)	876 (17.8)
TOTAL	4,799	4,907

*1988 data is preliminary

Source: Canada Employment and Immigration
Commission: Landed and non-landed immigration
data systems.

In 1988, the top ten source countries accounted for approximately 63.3% of immigrants destined for Manitoba. The Southeast Asian countries of the Philippines, Hong Kong, Vietnam and Laos were among the top five source countries and accounted for 34.5% of immigrants destined for Manitoba.

Top Ten Source Countries — 1988

Source Countries	Actual	Percent
Philippines	818	16.7
Poland	468	9.5
Hong Kong	387	7.9
Vietnam	349	7.1
India	264	5.4
U.S.A.	189	3.8
United Kingdom	188	3.8
El Salvador	183	3.7
Laos	136	2.8
Iran	126	2.6
Top Ten Total	3,108	63.3

The Philippines has been a predominant source country of immigration to Manitoba for over a decade. With the emphasis various levels of government have placed on family reunification, this trend is not expected to change for the next few years, notwithstanding unforeseen changes in world events.

The Federal Minister of Immigration announced the 1989 projected levels of immigration in the Fall of 1988. Based on the federal projections and the percentage of the total Canadian population in Manitoba, the projected levels of immigration to Manitoba during 1989 are compared to the 1988 actual figures below:

Class	1988*	1989**
Family Class	1,638	2,280
Designated Class and Convention Refugees	1,587	1,320 - 1,440
Independent Class	1,682	2,400 - 2,680
TOTAL	4,907	6,000 - 6,400

*1988 Preliminary Data

**1989 Projections

Regional Employment Services Unit Southern Employment Resources

Manitoba's six Southern Employment Resources offices assist in the development, delivery and administration of training and employment initiatives of the Employment initiatives of the Employment Services division. The Employment Resource Centres, located in Brandon, Winkler, Steinbach, Teulon, Killarney and Dauphin, work with businesses and non-profit, institutional and community organizations to assist them in the development of strategies related to staffing and human resource development. They also provide a direct service to unemployed youth, students, "special needs" clients and adults seeking on-the-job training and employment.

Staff of Southern Employment Resources co-ordinate a variety of provincial government employment and training initiatives to ensure that program funding reaches the unemployed client groups in greatest need. Programs delivered through the regional offices in 1988-89 included Job Training for Tomorrow, CareerStart, the Manitoba Youth Job Centre Program, the Job Opportunity Service, Gateway, and the Manitoba Community Places Program (Department of Culture, Heritage and Recreation).

The Southern Employment Resources office in Brandon delivered the new Gateway program to social

assistance recipients in the Westman North Region. Classroom and on-the-job training was provided for 22 participants who were seeking to upgrade their skills and re-enter the labour force.

Southern Employment Resources staff ensure that rural residents have convenient access to all information and resources concerning provincial employment and training initiatives. Through the regional Job Opportunity Service, the Centres also enable unemployed Manitobans to gain access to government-sponsored programs which are available within their own communities.

In the 1988-89 fiscal year, Southern Employment Resources staff approved 1,473 CareerStart applications, providing 2,194 summer positions for students and unemployed youth in their regions. The Job Training for Tomorrow Program supported the creation of 743 new positions with 563 employers in the Southern Employment Resources regions. Related activities included drawing up training plans, monitoring training progress and administering the funds for each approved employer's application.

Southern Employment Resources also provides information to the staff of Employment and Immigration Canada to assist them in their assessment of Canadian Jobs Strategy applications. Their input is designed to prevent duplicate funding by the federal and provincial governments, and to co-ordinate efforts where

employers are participating in federal as well as provincial initiatives. Staff also work with other provincial government departments and agencies in initiatives which impact on the employment and training requirements within the six Southern Employment Resources regions.

Southern Employment Resources, in conjunction with the Department of Culture, Heritage and Recreation, delivered the Manitoba Community Places Program in the southern part of the province. Staff provided expertise in on-site project development, application assessment, contract negotiation and completion, and monitoring. In Southern Employment Resources regions, 303 applications were approved resulting in the creation of approximately 9,126 work weeks during 1988-89.

Thirty-nine Manitoba Youth Job Centres in southern Manitoba were administered by regional staff. The Centres provide a referral system to employment for students and youth during the summer months. In 1988-89, a total of 7,588 students and youth were placed in summer job opportunities by the Manitoba Youth Job Centre offices in southern Manitoba. Southern Employment Resources provides a year-round service of placement and referral to jobs created through the programs delivered by Southern Employment Resources.

Number of Jobs Created by Program in Southern Employment Resources Regions

1988-89

Region	CareerStart	Job Training for Tomorrow	Manitoba Community Places Program	Total
South Central	345	78	454	877
Westman South	243	40	238	521
Westman North	533	220	338	1,091
Eastman	336	95	336	767
Interlake	415	136	243	794
Parklands	322	174	341	837
TOTALS	2,194	743	1,950	4,887

Northern Employment Support Services

Operating out of five offices located at Thompson, Leaf Rapids, Churchill, The Pas and Winnipeg (Lake Winnipeg Region), the Northern Employment Support Services Unit (NESS) extends employment assistance, relocation support, youth employment programs and assistance in training identification. In 1988-89, these services were administered by the Province and were cost-shared by the Governments of Canada (60%) and Manitoba (40%) under the Northern Development Agreement.

NESS regional offices provide a full and co-ordinated employment service to northerners by having employment counsellors visit outlying communities on a regular basis. These visits ensure that communities, local governments, employers and individuals are made aware of provincial and federal employment services and programs, and how and where to apply for them. Employment counsellors assist employers to access job creation and training funding which is available to assist them to expand their employee base and, where appropriate, to train new workers. The counsellors assist workers in registering for and being referred to job opportunities or training offered by local employers or government.

In 1988-89, each NESS regional office was actively involved in the administration and delivery of Manitoba CareerStart '88, Job Training for Tomorrow, Gateway, and the Manitoba Community Places Program operated by the Department of Culture, Heritage and Recreation. Manitoba CareerStart applications from 274 employers were approved creating 443 summer positions for northern students and youth. The Job Training for Tomorrow program supported the creation of 365 new positions for 219 northern employers. Projects funded under the Manitoba Community Places program created 197 jobs in 28 community capital projects.

During the summer of 1988, NESS administered the Northern Youth Corps program (NYC) which provided grants to northern communities to create 517 positions employing local young people on community improvements projects. The program was cost-shared between the Governments of Canada (60%) and Manitoba (40%) under the Northern Development Agreement.

The NESS regional office in The Pas delivered the new Gateway program to social assistance recipients from The Pas and immediate area. Classroom and on-the-job training was provided for the 12 participants enrolled who were seeking to upgrade their skills and re-enter the labour force.

Regional staff were involved in providing relocation assistance to enable individuals to take advantage of training and employment opportunities. This service assists residents of rural and remote communities to move and take advantage of jobs or training opportunities. Counselling services are provided to help individuals and families adjust to a new environment and become acquainted with the resources in their new community. Financial assistance is also available to individuals relocating for employment or training for items such as transportation, initial food or rent costs, and for the costs of necessary work clothing and tools.

To complement the assistance provided by NESS, a grant was provided by the Department to the Northern Metis Council (NMC) for the purpose of providing support services to individuals and families relocating from smaller northern communities to Thompson for employment and training opportunities. The relocation staff provided assistance in finding housing, information on community resources and counselling. In 1988-89, relocation services were provided to 83 clients and their families through the NMC.

Number of Jobs Created by Program in NESS Regions 1988-89

Region	CareerStart	Northern Youth Corps	Job Training for Tomorrow	Manitoba Places Program	Community Total
The Pas	173	149	151	72	545
Lake Winnipeg	68	134	48	37	287
Churchill	18	24	12	—	54
Leaf Rapids	45	70	25	26	166
Thompson	139	140	129	62	470
TOTAL	443	517	365	197	1,522

Number of Individuals Receiving Services in Support of Employment or Training 1988-89

Region	Relocation and Financial Assistance		Counselling Support Services		Employers Assisted	Total
	Limestone	Other Employment	Limestone	Other Employment		
The Pas	41	4	3	159	101	308
Lake Winnipeg	3	3	62	42	77	187
Churchill	2	1	25	125	15	168
Leaf Rapids	3	13	9	136	12	173
Thompson	43	34	50	60	19	206
TOTAL	92	55	149	522	224	1,042

Limestone Employment Support Services

NESS also has an office located at the Limestone hydro construction site. This office delivers employment support services to Limestone workers with the goal of improving retention rates of northern residents employed at the site.

Counselling services at the Limestone project site are provided by three departmental staff who report to the NESS unit and two worker advisors hired by the Limestone Aboriginal Partnership Directorate Board (LAPDB). These workers provide site orientation, personal counselling and crisis intervention focusing on work adjustment problems, cross-cultural adjustment, family problems and money management. The LAPDB worker advisors work closely with both the NESS counsellors and the NESS site supervisor. At the site, informal support groups have been established and referral services to outside agencies are provided as necessary. The on-site counselling service also provides a valuable communication link with the home communities of workers. In 1988-89, 497 individuals employed or being trained for work at the Limestone hydro construction site received services in support of their employment or training from the staff at the NESS Limestone site office.

Regional field staff act in support of this thrust by providing a communications link between workers at the Limestone site, the NESS site office staff and families remaining at home in northern communities. The field staff provide counselling and referral assistance to the families of workers and serve as a link between other northern agencies networking to provide services to northerners. Field staff provide support to the Limestone registration and referral system, provide pre-employment counselling with Native northerners and their families and, where necessary, provide financial

assistance to northern Natives to cover costs of tools, clothing and other work-related necessities.

The on-site counselling service and community employment support services were cost-shared by the Governments of Canada (60%) and Manitoba (40%) under the Northern Development Agreement.

Human Resources Opportunity Program

The Human Resources Opportunity Program is intended to assist those individuals who experience continued difficulty in finding and maintaining employment to re-enter the workforce. Specific attention is given to persons receiving, or likely to receive, social assistance. It is believed that, given appropriate opportunities, disadvantaged persons will not choose to be dependent on public assistance. The Program is therefore preventive and remedial.

Program clients must demonstrate a need for special help in finding employment, and be willing to pursue technical or vocational courses leading to employment or to acquire the social skills needed to sustain them in training and employment.

The Program draws on the resources of other provincial, federal and municipal departments and the private sector to provide financial and technical assistance. Training programs at community colleges and private trade schools and in industry are used extensively. Work experience placement in regular work settings is a major component of programming.

Human Resources Opportunity Centres operate within the Human Resources Opportunity Program and provide for those persons who require a more intensive, hands-on approach to counselling and job training.

The Centres provide a combination of job training and work experience which is received through involvement in on-site work bases and community work place-

ments in hospitals, nursing homes, day care centres, private businesses and other regular employment settings. Centres also play an important role in helping participants improve their self-confidence through counselling and life skills training which familiarize them with budgeting, basic banking, problem-solving, communicating, diet and personal hygiene. Participants are also exposed to a range of careers and job search information. The Province has seven Centres, located in Winnipeg, Brandon, Portage la Prairie, Dauphin, Gimli, The Pas and Beausejour. Centres work closely with other provincial government departments, municipalities and non-profit community groups in their work base activities.

During 1988-89, Centres provided service to 1,367 persons. Of these, 339 remained in Centres at year end. Of the 824 who left after the assessment period, 445 were placed in employment or in training programs elsewhere. Another 120 completed the program and were considered job ready. Of these, a number found work within a short period of time. A number of persons were referred to other agencies or services for specialized help.

Centres also delivered other programs, including a summer student program for school drop-outs which served 137 participants, and a job club which helped 58 participants develop job search skills and carry out a job search.

Another major initiative within overall programming is the Single Parent Job Access Program. This program

was piloted in Winnipeg and Brandon during 1986-87 and expanded to all Centres, serving the entire province during the past two years. A total of 757 participants were involved in programming during 1988-89. The program provides a comprehensive range of programming and supports that assisted single parents in receipt of social assistance to re-enter the labour force. Programming components include: Intake, assessment and counselling; pre-employment preparation group programs; work experience; skills training; and a support fund from which training or work related costs, including child care, are provided as required.

The Single Parent Job Access Program is jointly funded under the Canada/Manitoba Agreement on Employability Enhancement for Social Assistance Recipients. The joint funding is derived from the Manitoba Department of Employment Services and Economic Security, the Canada Employment and Immigration Commission, and Health and Welfare Canada.

Under the Environmental Component of this same Agreement, the Winnipeg Human Resources Opportunity Centre funded and placed 42 participants in two forestry management and Dutch Elm disease control crews operating from the end of October 1988 to March 31, 1989. Work locations were south and west of the city. The crews were supervised by Department of Natural Resources personnel, and operating costs related to the work done were covered by that department.

Human Resources Opportunity Program: Program Caseload

Movement by Category of Service - April 1, 1988 to March 31, 1989

Caseload Category	Number of Cases		Reclass In	Reclass Out	Outgo	Number of Cases Mar. 31/89
	April 1/88	Intake				
Employment Services	77	98	182	173	92	92
Vocational Counselling	754	1,690	890	1,607	919	808
Vocational Training	225	65	509	235	167	397
Work Assessment	—	—	37	24	2	11
Work Training	143	22	306	314	60	97
Human Resources Opportunity Centres	192	77	433	430	87	185
Special Projects	83	8	295	328	41	17
Employment Services Follow-Up Counselling	189	10	631	172	493	165
Total	1,663	1,970	3,283	3,283	1,861	1,772
Incidental Services*			2,218			

* Incidental Services — Singular Counsellor Involvement with an individual (referral service, information giving, etc.).

Human Resources Opportunity Program: Applications

(New and Re-Opened Cases Only) By Source of Referral and Region

April 1, 1988 to March 31, 1989

Regional Office	Source of Referral						Total Applications
	Economic Security	Personal Service	Municipal	External Agencies	Human Resources Opportunity Centres	Self	
Central	117	—	13	11	—	66	207
Eastman	55	6	15	24	—	39	139
Interlake	63	3	12	13	—	90	181
Parklands	88	4	11	14	—	112	229
Westman	160	2	67	26	3	105	363
Winnipeg	772	—	1	1	39	6	819
TOTAL	1,255	15	119	89	42	418	1,938

Human Resources Opportunity Program: Job Placement by Region

April 1, 1988 to March 31, 1989

Region	Method of Placement							
	Social Allowance						Total	
	Mother's Allowance		Other Social Allowance		Non-Social Allowance			
	By HROP Staff	Self	By HROP Staff	Self	By HROP Staff	Self	By HROP Staff	Self
Central	5	3	—	—	—	7	5	10
Eastman	9	14	5	14	14	24	28	52
Interlake	18	10	9	9	38	26	65	45
Parklands	3	6	11	10	30	23	44	39
Westman	71	—	53	—	93	—	217	—
Winnipeg	93	41	—	—	—	—	93	41
TOTAL	199	74	78	33	175	80	452	187

Human Resources Opportunity Centres

April 1, 1988 to March 31, 1989

CENTRES	Clients In Centres at April 1/88	Intake During April 1/88 to Mar. 31/89	Total Clients Served During 12-Month Period	Clients Not Completing Their Training			Completed Program (Were Ready Upon Completion/a Significant Number Attained Employment Within a Few Weeks)	Clients Who Completed the Program and Were Placed in Employment or Further Training	Clients in Program at March 31, 1989
				During Assessment (1st month)	During Rest of Program (Withdrew or Suspended)	Referred to Other Programs Which Could More Appropriately Meet Their Needs			
Winnipeg Human Resources Opportunity Centre	97	424	521	97	80	5	36	185	118
Westbran Human Resources Opportunity Centre	79	148	227	21	50	5	15	73	63
Central Human Resources Opportunity Centre	13	79	92	13	24	3	9	18	25
Parklands Human Resources Opportunity Centre	19	77	96	14	26	2	9	20	25
Interlake Human Resources Opportunity Centre	40	120	160	15	15	1	18	63	48
The Pas Human Resources Opportunity Centre	27	159	186	39	33	—	15	62	37
Eastman Human Resources Opportunity Centre	31	54	85	5	15	—	18	24	23
TOTAL	306	1,061	1,367	204	243	16	120	445	339

Within the above totals the following Special Programming was carried out (a number of these participants were also involved in on-site programming as well as special programs):

591
12

Community Work Experience
Driver Education Program

Single Parent Job Access Program: Clients Served

April 1, 1988 to March 31, 1989

Centres	In Program at April 1/88	Intake During Fiscal Year 1988/89	Number of Persons Served April 1/88 to March 31/89	In Program at March 31/89	Participation by Component		
					COPE	Work Experience	(Note: Some Trainees Were in More Than One Component) Skills Training
Winnipeg	75	231	306	42	113	161	70
Westbran	41	89	130	22	77	70	7
Central	16	47	63	12	38	34	—
Parklands	6	32	38	2	16	24	—
Interlake	19	40	59	12	16	54	—
The Pas	38	77	115	27	53	80	13
Eastman	8	38	46	6	20	28	—
TOTAL	203	554	757	123	333	451	90

Single Parent Job Access Program: Client Leaving Status

April 1, 1988 to March 31, 1989

Centres	C.O.P.E.			Work Experience			Skills Training			
	Withdrawn/ Terminated	Successful Completion	Withdrawn/ Terminated	To Employment	To Training/ Other Program	Completed (Job Ready)	Withdrawn/ Terminated	To Employment	To Training/ Other Programs	Completed (Job Ready)
Winnipeg	21	92	28	50	14	35	18	11	2	31
Westbran	8	69	14	15	4	15	—	1	4	2
Central	5	33	4	9	6	3	—	—	—	—
Parklands	1	15	4	8	3	7	—	—	—	—
Interlake	0	16	8	13	11	10	—	—	—	—
The Pas	12	31	29	22	4	10	7	—	3	1
Eastman	5	15	3	5	8	6	—	—	—	—
TOTAL	52	271	90	122	50	86	25	12	9	34

Employment Training Branch

P. Dubiński - Executive Director

The Employment Training branch consists of the Labour Market Programs unit, including the Selkirk Training Plant and the Employment Adjustment Program, Intergovernmental Relations, New Careers, and the Stevenson Aviation Technical Training Centre. The branch's major objectives are:

- To deliver particular training services resulting in employment and job-related skill development;
- To maximize the participation of Manitobans, particularly the employment disadvantaged, in economic activity through innovative training and labour market adjustment initiatives;
- To negotiate with the federal government to achieve a co-ordinated federal-provincial response to employment issues including training and job creation;
- To develop and co-ordinate a Provincial Training Strategy for Manitoba; and
- To provide assistance with re-employment and retraining to Manitobans whose jobs are lost or significantly affected by layoffs, technological change, changes in trading patterns or other forms of employment adjustment and structural change.

Labour Market Programs Unit

The Labour Market Programs unit's primary objectives are:

- To assist with re-employment of displaced workers in permanent jobs;
- To assist in retraining workers affected by layoffs, changes in policy or in trading patterns and technological change;
- To target assistance to those workers most in need; and
- To encourage a positive attitude on the part of workers toward structural change.

In support of these objectives, the unit is responsible for the development, administration and delivery of these major program and service areas: the Employment Adjustment Program; the Selkirk Training Plant; and the Lake Winnipegosis Employment Opportunities Program.

The Selkirk Training Plant

The Selkirk Training Plant operates with two primary objectives: to prepare employment disadvantaged individuals for entry into the work force and to manufacture a wide variety of wood and metal products for Manitoba government departments and non-profit organizations.

To achieve these objectives, the Plant provides a combination of classroom and practical workplace training aimed at improving general work practices and specific occupational skills.

The Plant's program provides a 26-week competency-based course which consists of four components:

Component 1: (3 weeks) Classroom instruction in such areas as basic mathematics, communications and trades introduction.

Component 2: (4 weeks) Practical training in the demonstration room. Each trainee must complete four practical projects.

Component 3: (16 weeks) On-the-job production training.

Component 4: (3 weeks) A total of 40 hours is utilized by the trainee for job search activities and up to two weeks for work experience with a prospective employer.

To permit trainees to advance at their own pace during the program, individualized instruction packages have been developed on basic production training fundamentals and on such safety topics as eye protection, heavy lifting techniques and fire safety.

A policy of leave-of-absence for drug and alcohol treatment enables trainees to take time to deal with these problems.

The training and experience provided is directed towards improvement of work habits and job skills to enable individuals with poor work history, limited education levels or other social adjustment problems to improve their prospects of obtaining and retaining permanent gainful employment.

A positive program of locating employment for graduating trainees is undertaken by Plant staff. Prospective employers are contacted, the program is explained, two-week work experience placements are arranged and, where trainees are employed, follow-up counselling is provided as needed.

Statistical Summary

- April 1, 1988 to March 31, 1989

Number of trainees accepted	123
Number of trainees who completed the six week orientation	91
Number of successful completions	50
Number of successful completions who were employed or went on to further training during the year	28
Employer contacts by trainees	397
Estimated value of products delivered (based on material cost plus 50% overhead)	\$300,900.

Employment Adjustment Program

The Employment Adjustment Program works co-operatively with labour, business and other government programs providing consultative advice and financial assistance in employment adjustment situations. In most cases the cost of activities are shared with other federal or provincial programs and with the businesses and unions affected.

The primary objective of the Employment Adjustment Program is to assist Manitoba workers facing displacement to become re-employed or to acquire the necessary skills to maintain employment when working conditions have changed.

Specific employment adjustment situations assisted by the Program are:

- Layoffs, closures and threatened full or partial closures;
- Industry closure in a single industry town;
- Change in policy or standards;
- Technological change; and
- Increase in labour demand where a skill shortage exists.

The establishment of a joint labour-management committee is recommended for all employment and adjustment situations. Activities commonly undertaken by the joint committee include:

- Surveys of workers to determine current skills and services required;
- Assistance with preparation for job search;
- Workshops on early retirement;
- Special studies related to the impending employment adjustment problems;
- Information on training opportunities and community services; or
- Other activities depending on the situation.

Statistical Summary

- April 1, 1988 to March 31, 1989

Companies served	79
Industry-wide associations served	10
Workers affected by Program services	30,852
Projects approved for financial assistance	49
Individuals assisted through training development	233
Individuals assisted with wage subsidies during on-the-job training	143

Lake Winnipegosis Employment Opportunities Program

Labour Market Programs co-ordinated and administered the final year of the Lake Winnipegosis Employment Opportunities Program in 1988-89. This Program was developed to provide an interim means of employment for those fishermen affected by the voluntary three-year closure of the Lake Winnipegosis summer commercial fishery.

Through the program, fishermen were employed on community and fisheries development projects. As well, support in the form of a wage subsidy was available for private and non-profit employers wishing to hire eligible fishermen.

The Lake Winnipegosis Employment Opportunities Program was coupled with other initiatives of Manitoba Natural Resources. It was a part of the Province of Manitoba's overall strategy aimed at rehabilitating the Lake Winnipegosis commercial fishery.

In 1988-89, the Lake Winnipegosis Employment Opportunities Program funded 41 temporary positions.

Intergovernmental Relations

The main objectives and activities of the Intergovernmental Relations unit, which arise from obligations under the Canada-Manitoba Training Agreement and the Canadian Jobs Strategy (CJS) consist of:

- Negotiating and administering the Canada-Manitoba Training Agreement and ensuring that its intent and terms are carried out;
- Working with federal and provincial departments and agencies to assess labour market needs and training requirements in the province, and to develop annual training plans and schedules to meet jointly identified priority needs of the province; and

- Assisting the Employment Services Division to improve the co-ordination and efficiency of federal-provincial labour market training and related programs.

During the 1988-89 fiscal year, the unit was actively involved in the following general areas of activity:

Canada-Manitoba Training Agreement Administration

- Ensuring that the mandate of the Federal-Provincial Joint Committee was carried out and providing co-secretariat services with Employment and Immigration Canada;
- Ensuring continued liaison with all provincial departments and agencies having interests in issues taken up by and decisions of the Joint Committee concerning labour market policies, and program priorities and initiatives;
- Participating in the sub-committee of the Joint Committee established for developing labour supply and demand forecasts to support submissions for training by the Joint Committee to Ottawa; and
- Assessing federal labour market program and policy changes and their implications for the Province; assisting in arrangements for, and participating in, interprovincial meetings on labour market matters.

Co-ordination of Training and Related Programs

- Activating and working with Joint Committee sub-committees to co-ordinate the annual training plans following the announcement of the training allocations by the Federal Government;
- Co-ordinating the development of the annual direct purchase training schedule, following acceptance of the training plan by the Joint Committee, and facilitating its implementation by verifying all course purchase notices, including ongoing adjustments;
- Maintaining accurate records of training courses and training days purchased; updating the training schedule on a joint federal-provincial basis; reporting to the Joint Committee on divergences; ensuring that responsibility centres confirmed and accepted training purchase substitutions; preparing monthly training reports and the completed schedule of training at the end of each fiscal year for official records;
- Co-ordinating provincial assessment systems for the review of proposals under the Canadian Jobs Strategy;
- Contributing to program efficiency through joint planning and reporting of adult training delivery; and
- Carrying out assignments related to the above activities and other responsibilities of the Division as requested by senior Departmental management.

"Lead Province" Activity

As principal focal point for the conducting of labour market "lead province" activities during 1988-89, the Intergovernmental Relations unit was involved in the following activities on behalf of all provinces and territories:

- multi-year policy development and co-ordination;
- federal-provincial/territorial organization and co-ordination; and
- federal-provincial/territorial liaison and co-chair activities with Canada.

New Careers Program

The New Careers Program is a fully accredited adult post-secondary education and training program with a mandate to provide meaningful career opportunities for Manitobans who persistently experience structural barriers to higher education and employment.

Program methodology is competency based education involving a combination of classroom instruction and on-the-job work experience. This approach emphasizes an attention to providing relevant, work related skills as identified by participating employers and ensures that the program remains sensitive and responsive to evolving labour market demands.

Delivery of New Careers training is community-based. Training is delivered in participating communities or in regional centers adjacent to them. This approach minimizes personal and family disruption for program participants, utilizes local resources and promotes local enterprise.

Potential participating employers are selected based on their suitability as training placements and their ability to hire the graduates upon completion of training. Training activities are organized, designed and delivered in consultation with participating employers to ensure that all graduates are competently trained to meet the job entry qualifications required to secure and maintain long term employment. Most training programs are two years in duration.

A total of 370 participants from 75 communities throughout urban, rural and remote Manitoba benefited from the program in 1988-89. Seventy-three percent (73%) of all individuals selected successfully completed their training. There were 133 participating employers and approximately 94% of program graduates were offered full-time employment.

As reflected in the last Annual Report, the Government's ongoing commitment to affirmative action, the trend towards increasing the level of culturally-sensitive human services and the goals of Native people towards local self-government are all factors contributing to a continuing and increasing demand on New Careers to

graduate well-trained women and Native people particularly. Approximately 70% of the program's participants are of Native ancestry and 57% are women.

Graduates from New Careers receive a college equivalent post-secondary education certificate.

Training Activity Completed

- April 1, 1988 - March 31, 1989

Project	Completions
1. Alcohol & Drug Abuse Counsellors	9
2. Chemical Dependency Workers (Project 1)	8
3. Chemical Dependency Workers (Project 2)	5
4. Child & Family Service Workers	48
5. Child Care Workers	6
6. Family Day Care Providers	18
7. Family Violence Counsellors	12
8. Marine Mechanics	4
9. Retail Managers	13
10. School Counsellors	5
11. Truck Drivers	22
	150

Training Activity Underway

March 31, 1989

Project	Participants
1. Band Management (Project 1)	13
2. Band Management (Project 2)	17
3. Child and Youth Care Workers	17
4. Community Development Workers	17
5. Community Education Facilitators	9
6. Deaf Human Service Workers	11
7. Family Support Workers	19
8. Family Violence Workers	1
9. Human Resource Development Workers	17
10. NNADAP Workers	17
11. Program Administrators	9
12. Residential Child Care Workers	10
13. Retail Management	12
14. Truck Drivers	8
15. Writer/Broadcaster	1
	178

During the 1988-89 reporting period 42 participants left the program before completing their studies.

Stevenson Aviation Technical Training Centre

Stevenson Aviation Technical Training Centre is a technical training school designed to offer specialized training programs to individuals employed in the transportation and maintenance sectors of the aviation industry. As well, the program is adapted to be responsive to the labour market skill training requirements of other industrial sectors.

Major activities include:

- Delivering the in-school component of a federally accredited Aircraft Mechanic Engineer Apprenticeship Program;
- Developing, delivering and monitoring a program to train transport drivers for employment within the truck transportation industry;
- Identifying and providing maintenance, mechanical and technical training for industry as market demands dictate; and
- Upgrading/retraining related to major occupational adjustments, equipment familiarization and manufacturers' and regulatory endorsement courses.

Major Training Activity Completed

- April 1, 1988 - March 31, 1989

Project	Completions
AME Apprenticeships	
Level 1	8
Level 2	6
Level 3	2
Aircraft Endorsement/ Preparatory Course	4
Marine Engine Mechanics	4
Engine Remanufacturing and Machine Operators	5
Transport Driver Training	32
Truck Driver Simulator Training*	40
	101

*Participants each receive 1-4 hours of instruction.

Training Activity Underway at the end of the Reporting Period

Project	Participants
Aircraft Mechanic Apprenticeships	
Level 1	15
Level 2	11
Level 3	0
Transport Driver Training	8
	34

Economic Security Division

Winston Hodgins - Assistant Deputy Minister

The Economic Security Division is responsible for four major income transfer programs: Social Allowances, Municipal Assistance, Child Related Income Support Program and 55 PLUS — A Manitoba Income Supplement. These programs are designed to assist Manitobans in need by providing basic assistance or income supplements.

Social Allowances Program

B. DePape - Executive Director

The Social Allowances Program, operating under the authority of **The Social Allowances Act**, is the largest of the Economic Security Programs in terms of both caseload and expenditures. Together with the Municipal Assistance Program, the Social Allowances Program functions to ensure that no Manitoban lacks those goods and services essential to health and well-being. Field staff located in 14 district offices throughout the province assess eligibility, provide assistance and monitor cases. A central office provides policy and operational direction and ensures consistent policy application and program control through internal auditing procedures.

Assistance is provided to persons in need who are eligible for benefits under **The Social Allowances Act**, including sole-support parents, persons with physical or mental disabilities, aged persons, persons requiring the protection of a crisis intervention facility, students, children whose parents are dead or unable to support them, persons with dependents in need of special care, and unemployed employable persons in areas of the province where municipal assistance is not available (general assistance). Eligibility may also be granted under special case consideration at the discretion of the Minister. Persons in need who do not qualify for social allowances may apply to their local municipality for assistance.

Eligibility for social allowances is further determined by a "needs" test in which the total amount of a person's financial resources is compared to the total costs of his or her basic necessities as defined in **The Social Allowances Act** and Regulations. Certain items and income are not included in the calculation of financial resources. Exempted assets include liquid assets up to \$400 per person to a maximum of \$2000 per family, equity in the home in which the person lives, essential personal property, and a life insurance policy with a cash surrender value of up to \$2000. Elderly persons are permitted to retain a funeral plan valued at up to \$1000 if the plan is purchased at least one year prior to their application for social allowances. Essential farm or business equipment, a basic stock herd and seed for next year's crop are also considered allowable assets.

All earned or unearned income is expected to be totally available for a recipient's maintenance, subject to the exemptions provided in the Social Allowances Regulations. Exempted unearned income sources include family allowances, tax credits, small gifts, small donations to persons who require special care, and foster home payments for children. With respect to earned income, recipients who are eligible for the work incentive provisions are allowed exemptions which represent the greater of \$50 per month, 70¢ per hour worked, or 30 percent of gross monthly earnings. Those who are not eligible for the work incentive provisions (i.e., newly enrolled, self-employed, students and special dependent care cases) are allowed earning exemptions of up to \$50 per month. Allowances are also made for necessary work expenses and most compulsory payroll deductions. The remainder of the earned income is applied to the recipient's budget, thereby reducing the amount of social allowances granted.

Benefits are paid monthly and represent the amount by which the cost of a family's basic needs (food, clothing, personal needs, household supplies, shelter, fuel and utilities) exceeds its financial resources. Additional assistance is available for special needs. Under a component of the Program referred to as Social Allowances Health Services, recipients are also provided with necessary drug, dental and optical supplies and services.

The rates for basic needs are reviewed periodically. In recent years the rates for food, clothing, personal needs, household supplies and room and board have increased annually on the first of January in consideration of inflationary increases for each item. The latest increase was introduced January 1, 1989. For recipients renting accommodation, shelter costs are approved within administrative guidelines which have also been reviewed and increased annually. For recipients who reside in their own home the principal and interest of a mortgage, taxes and insurance are included in the cost of basic needs. It may be noted that fuel, utilities and approved special needs are paid at the actual cost.

The social allowances caseload increased by approximately 2 percent in 1988-89; this is similar to other year-over-year increases since the mid-1980s. During 1988-89 approximately 13 percent of the social allowances caseload made use of the work incentive provisions of the Program; this is an increase of 1 percent from 1987-88.

The Social Allowances Program's automated information, management and payment system, implemented in 1987-88, continued to prove beneficial to improving the delivery of services to recipients and the management of the Program.

The Social Allowances Program continued to collaborate with the Employment Services Division on the implementation of projects funded under the Canada-Manitoba agreement intended to help social assistance recipients prepare for and obtain employment. Approximately 1,800 social allowances and municipal assistance recipients benefitted from this agreement in 1988-89.

A further development was the introduction of a new regulation respecting the treatment of children's earnings. Effective January 1, 1989, the earnings of children who attend school full-time were totally exempted from consideration in calculating social allowances benefits.

Economic Security Division: Financial Assistance Expenditures by Program

1986-87 to 1988-89
(\$000)

PROGRAM	1986-87	1987-88	1988-89
Social Allowances	\$126,789.7	\$140,659.5	\$153,170.7
Social Allowances Health Services	8,970.8	10,574.0	11,616.3
Municipal Assistance*	40,303.1	45,886.6	46,343.3
55 PLUS - A Manitoba Income Supplement	6,946.5	8,707.6	8,877.0
Child Related Income Support Program	7,221.4	6,187.6	5,821.4
TOTAL	\$190,231.5	\$212,015.3	\$225,828.7

* Gross Municipal Assistance Expenditures (Municipal and Provincial shares).

Social Allowances: Provincial Financial Assistance

Average Monthly Caseload by District Office and Category of Assistance
1988-89

District Office	Children	Sole Support Parent	Aged	Disabled	Crisis Facility Cases	Students	General Assistance	Special Cases	Special* Dependent Care	Total
Beausejour	8	251	31	493	1	11	100	—	—	895
Brandon	20	788	111	1,265	8	63	41	2	—	2,298
Dauphin	4	224	81	334	1	34	123	1	—	802
Flin Flon	6	139	19	77	1	22	145	—	—	409
Morden	9	143	79	397	2	7	3	—	—	640
Portage	11	241	61	867	8	11	78	—	—	1,277
Selkirk	12	318	71	625	3	18	115	1	—	1,163
Swan River	2	188	12	212	1	22	203	—	—	640
The Pas	3	215	10	137	7	23	277	—	—	672
Thompson	15	506	10	139	17	27	362	—	—	1,076
Winnipeg Central	82	1,936	121	1,830	—	—	—	1	—	3,970
Winnipeg North	48	1,337	75	1,073	—	—	—	1	—	2,534
Winnipeg South/ West	72	2,603	205	3,308	71	—	—	3	—	6,262
Student Social Allowances	—	506	—	70	—	598	—	1	—	1,175
TOTAL	292	9,395	886	10,827	120	836	1,447	10	—	23,813

*Average is less than 1.

Social Allowances: Provincial Financial Assistance

Average Monthly Caseload by Category
1986-87 to 1988-89

CATEGORY	1986-87	1987-88	1988-89
Children	472	284	292
Sole Support Parent	8,878	9,044	9,395
Aged	1,108	1,000	886
Disabled	10,351	10,497	10,827
Crisis Facility Cases*	—	61	120
Students	818	805	836
General Assistance	1,588	1,587	1,447
Special Cases	8	5	10
Special Dependent Care	10	2	—
TOTAL	23,233	23,285	23,813

*Category effective September 1, 1987.

**Average is less than 1.

Social Allowances: Provincial Financial Assistance

Expenditures by Category: 1986-87 to 1988-89

CATEGORY	1986-87	1987-88	1988-89
Children	\$ 927.1	\$ 847.9	\$ 907.7
Sole Support Parent	65,579.6	73,679.1	79,965.0
Aged	1,288.5	1,409.7	1,383.6
Disabled	48,590.5	52,777.7	58,261.7
Crisis Facility Cases*	—	322.0	676.5
Students	2,577.6	2,947.1	3,369.3
General Assistance	6,210.9	7,344.7	7,247.6
Special Cases	593.8	601.0	466.1
Special Dependent Care**	8.7	8.7	8.7
Other***	1,013.0	721.6	
TOTAL	\$126,789.7	\$140,659.5	\$153,170.7

*Category effective September 1, 1987.

**Estimated expenditure

***Other Expenditures Such as Home Care, Blind Persons Allowance and Disabled Persons Allowance.

Social Allowances: Provincial Financial Assistance

Caseload by Month: 1986-87 to 1988-89

MONTH	1986-87	1987-88	1988-89
April	23,148	23,517	23,934
May	23,223	23,153	23,815
June	22,526	22,499	23,022
July	22,604	22,566	23,020
August	22,880	22,823	23,444
September	23,281	23,368	23,702
October	23,482	23,460	23,878
November	23,457	23,421	23,881
December	23,457	23,446	23,869
January	23,565	23,512	24,242
February	23,572	23,722	24,400
March	23,597	23,931	24,549
AVERAGE	23,233	23,285	23,813

Social Allowances: Provincial Financial Assistance

Average Monthly Number of Recipients by District Office: 1987-88 to 1988-89*

DISTRICT OFFICE	1987-88	1988-89
Beausejour	1,640	1,673
Brandon	4,028	4,080
Dauphin	1,549	1,570
Flin Flon	912	903
Morden	1,157	1,156
Portage la Prairie	1,969	2,011
Selkirk	1,922	2,032
Swan River	1,448	1,423
The Pas	1,650	1,587
Thompson	2,711	2,627
Winnipeg Central	7,628	7,937
Winnipeg North	5,336	5,423
Winnipeg South/West	10,860	11,352
Student Social Allowances	1,892	2,144
TOTAL	44,702	45,918

*New table effective 1987-88.

Social Allowances: Provincial Financial Assistance

Expenditures by Month: 1986-87 to 1988-89*

MONTH	1986-87	1987-88	1988-89
April	\$ 7,044.6	\$ 8,814.2	\$ 10,930.8
May	10,467.7	11,350.2	12,610.9
June	10,351.7	12,069.8	12,246.8
July	10,217.4	11,303.7	11,849.3
August	10,063.5	12,133.2	12,386.4
September	10,323.2	10,836.4	12,286.3
October	10,368.7	12,301.1	12,560.0
November	10,221.1	11,163.2	12,674.1
December	10,745.8	11,670.5	12,562.5
January	11,095.2	11,886.3	13,392.0
February	10,678.5	12,510.9	13,240.7
March	15,212.3	14,620.0	16,430.9
TOTAL	\$126,789.7	\$140,659.5	\$153,170.7

*Includes Expenditures for Home Care, Blind Persons Allowance and Disabled Persons Allowance.

Social Allowances: Work Incentive

Average Monthly Caseload by District Office and Category of Assistance: 1988-89

District Office	Sole Support Parent	Aged	Disabled	General Assistance	Total
Beausejour	50	—	154	6	210
Brandon	210	1	266	2	479
Dauphin	45	—	61	16	122
Flin Flon	34	—	4	18	56
Morden	48	—	170	—	218
Portage la Prairie	62	—	145	13	220
Selkirk	82	—	107	4	193
Swan River	17	—	44	25	86
The Pas	24	—	6	37	67
Thompson	83	—	10	45	138
Winnipeg Central	253	1	168	—	422
Winnipeg North	151	2	104	—	257
Winnipeg South/West	388	—	303	—	691
Student Social Allowances	27	—	3	—	30
TOTAL	1,474	4	1,545	166	3,189

Social Allowances Health Services:

Expenditures and Caseload: 1986-87 to 1988-89

	1986-87	1987-88	1988-89
Expenditures (\$000)			
Dental	\$ 2,473.4	\$ 2,689.5	\$ 2,876.8
Drugs	5,923.8	7,236.2	8,075.7
Optical	573.6	648.3	663.8
TOTAL	8,970.8	10,574.0	11,616.3
Average Monthly Number of Cases	22,023	22,917	23,574
Average Monthly Number of Recipients	38,985	41,770	43,114

Income Supplement Programs

V. Zinger - Director

55 PLUS — A Manitoba Income Supplement

55 PLUS — A Manitoba Income Supplement provides quarterly income supplements to low-income Manitobans who are 55 years of age and over. The program has two components. The first, or Senior component, is for persons eligible to receive certain levels of benefits from the federal Old Age Security programs (Guaranteed Income Supplement, Spouses Allowance and Widowed Spouses Allowance). Persons in this component are primarily 65 years of age and over. The second, or Junior component, is for persons 55 years and over who are not eligible to receive Old Age Security benefits but whose income falls within certain specified ranges.

An application for benefits from the Senior component is not necessary as eligibility is determined from the person's annual application to the federal Guaranteed Income Supplement Program. The 55 PLUS benefit is paid to those with little or no personal income other than income from Old Age Security and Guaranteed Income Supplement benefits.

An annual application is necessary for benefits from the Junior component. In 1988-89, maximum benefits were paid to single persons with net incomes of \$8,158.44 or less and to married persons with net family incomes of \$13,227.12 or less. It may be noted that the income eligibility levels have been indexed annually in consideration of inflation.

The maximum quarterly benefits available for both components for the April 1988, July 1988, October 1988 and January 1989 benefit periods were \$102.30 for single persons and \$109.90 for each eligible married person. Benefit levels are indexed annually in consideration of inflation.

55 PLUS — A Manitoba Income Supplement:

Number of Recipients by Marital Status and Quarter
1987-88 and 1988-89

PROGRAM COMPONENT	1987-88			1988-89		
	Single	Married	Total	Single	Married	Total
A. Senior Component						
April	13,480	6,464	19,944	13,310	6,167	19,477
July	13,728	6,433	20,161	13,527	6,065	19,592
October	13,718	6,308	20,026	13,520	5,986	19,506
January	13,766	6,273	20,039	13,585	5,897	19,482
AVERAGE	13,673	6,370	20,043	13,485	6,029	19,514
B. Junior Component						
April	2,085	3,051	5,136	2,361	3,172	5,533
July	2,367	3,482	5,849	2,583	3,453	6,036
October	2,501	3,633	6,134	2,666	3,525	6,191
January	2,610	3,744	6,354	2,738	3,648	6,386
AVERAGE	2,391	3,478	5,868	2,587	3,450	6,037
TOTAL PROGRAM AVERAGE	16,064	9,848	25,911	16,072	9,479	25,551

NOTE: Single recipients include those who have never been married as well as those who are no longer married (i.e., widowed, divorced, separated).

For married recipients, in some cases both members of a couple receive 55 PLUS benefits and in other cases only one spouse is a recipient.

55 PLUS — A Manitoba Income Supplement:

Expenditures by Quarter (\$000) - 1987-88 and 1988-89

PROGRAM COMPONENT	1987-88	1988-89
A. Senior Component		
April	\$1,567.2	\$1,574.6
July	1,585.1	1,588.9
October	1,587.3	1,589.6
January	1,588.6	1,588.1
TOTAL	\$6,328.2	\$6,341.2
B. Junior Component		
April	\$ 511.5	\$ 570.1
July	613.6	653.5
October	621.9	648.6
January	632.4	663.6
TOTAL	\$2,379.4	\$2,535.8
TOTAL EXPENDITURES	\$8,707.6	\$8,877.0

Child Related Income Support Program (CRISP)

The Child Related Income Support Program provides monthly supplements to low-income families to assist them in meeting the costs of raising their children.

CRISP benefits are available to Manitoba families who:

- Support one or more children under 18 years of age who are listed as their dependents on a valid Manitoba Health Services card;
- Receive family allowances for these children;
- Have a total family income within specified levels; and
- Have net family assets of \$200,000 or less.

Wards of the Province and Treaty Indians living on reservations or in receipt of federal social assistance are not eligible for CRISP benefits.

Benefits are determined by total family income for the previous tax year, less deductions equal to family allowances and child tax credit benefits for each eligible child, six percent of the total family income, and any maintenance or alimony payments made. Estimated income for the current year may be used when there has been a change in the applicant's situation due to

a relatively permanent or long-term disability, a change in marital status, or the recent immigration of the family to Canada.

The eligible net annual income levels for CRISP were indexed for the 1988-89 benefit year which began July 1, 1988. The income levels were increased 4.2 percent in consideration of the increase in the Consumer Price Index over the previous year. Families with net annual incomes of \$11,352 or less are eligible for the maximum benefit of \$30 per month for each eligible child.

Annual benefits are reduced 25¢ for each dollar of net family income over \$11,352. Benefits are available only by application, and reapplication is required for each benefit year.

Net family assets include all personal, farm and business assets of the family, excluding the principal residence, household furnishings and the family vehicle used most often. The value of an asset is determined to be its current market value less any amount owed on the asset.

During 1988-89, CRISP benefits were provided to an average of 7,710 families per month, representing 17,673 children. Approximately half of the families were headed by single parents and approximately 80 percent were in receipt of full benefits.

Child Related Income Support Program:

Number of Cases and Number of Children: 1987-88 and 1988-89

MONTH	1987-88		1988-89	
	Number of Cases	Number of Children	Number of Cases	Number of Children
April	9,216	21,097	8,609	19,629
May	9,318	21,232	8,707	19,814
June	9,380	21,370	8,732	19,858
July	5,802	13,383	5,956	13,878
August	6,846	15,966	6,666	15,483
September	7,242	16,823	7,144	16,503
October	7,667	17,808	7,424	17,076
November	7,993	18,481	7,641	17,538
December	8,095	18,677	7,689	17,632
January	8,238	18,924	7,878	18,025
February	8,398	19,234	7,993	18,250
March	8,503	19,421	8,082	18,386
AVERAGE	8,058	18,535	7,710	17,673

Child Related Income Support Program:

Number of Cases by Family Type and Month: 1987-88 and 1988-89

MONTH	1987-88		1988-89	
	Single Parent	Two Parent	Single Parent	Two Parent
April	4,495	4,721	4,364	4,245
May	4,551	4,767	4,413	4,294
June	4,591	4,789	4,431	4,301
July	3,058	2,744	3,132	2,824
August	3,477	3,369	3,472	3,194
September	3,691	3,551	3,730	3,414
October	3,872	3,795	3,860	3,564
November	4,045	3,948	3,972	3,669
December	4,091	4,004	4,000	3,689
January	4,162	4,076	4,105	3,773
February	4,250	4,148	4,166	3,827
March	4,303	4,200	4,200	3,882
AVERAGE	4,049	4,009	3,987	3,723

Child Related Income Support Program:

Monthly Expenditures and Average Monthly Payment: 1987-88 and 1988-89

MONTH	1987-88		1988-89	
	Expenditures (\$000)	Average* Monthly Payment	Expenditures (\$000)	Average* Monthly Payment
April	\$ 583.3	\$61.23	\$ 531.8	\$61.01
May	601.6	60.97	530.6	60.86
June	599.1	61.00	532.7	60.85
July	373.4	61.80	383.4	62.81
August	470.6	62.45	437.5	62.57
September	475.4	62.27	471.6	62.27
October	515.1	62.16	479.3	61.91
November	511.6	61.84	481.1	61.70
December	503.3	61.67	479.6	61.65
January	511.9	61.37	499.3	61.53
February	521.2	61.22	498.9	61.41
March	521.1	61.11	495.6	61.24
TOTAL EXPENDITURES	\$6,187.6		\$5,821.4	

* Average monthly payment does not include benefits paid retroactively.

Municipal Assistance

The Municipal Assistance Program encompasses the individual financial assistance programs administered by the 201 municipalities in Manitoba. Under **The Social Allowances Act** and **The Municipal Act**, municipalities are responsible for providing assistance to persons in need who reside in or who are found within their municipal boundaries and who are not eligible for provincial assistance. That is, municipalities provide assistance to unemployed employable persons, persons with short-term disabilities, sole-support parents who have been deserted or separated from their spouses for 90 days or less, and transients.

Each municipality establishes by-laws governing the rules and regulations of its assistance program, such as eligibility criteria, rates of assistance and forms of assistance. As a result, there is some variability in the individual municipal assistance programs.

The administration and provision of municipal assistance is the responsibility of the municipalities. The primary role of the Department of Employment Services and Economic Security with respect to

municipal assistance is to administer the cost-sharing agreements between the three levels of government. The Province cost-shares financial assistance payments and certain administrative costs with the municipalities according to the provisions in **The Social Allowances Act**. Municipalities are reimbursed 100 percent for financial assistance paid on behalf of non-area residents, while reimbursement for assistance paid on behalf of area residents represents the greater of (a) 40 percent of gross payments, or (b) 80 percent of gross assistance costs in excess of one mill of the equalized assessment of that municipality. The Province also reimburses the municipalities 50 percent of the amount that the salaries of staff engaged in full-time welfare work exceed the costs incurred in 1964. The federal government cost-shares with the Province 50 percent of the total administrative and financial assistance expenditures.

The municipal assistance programs provided assistance to an average monthly caseload of 9,884 in 1988-89. The City of Winnipeg caseload accounted for approximately 86% of the total municipal assistance cases.

Municipal Assistance:

Number of Cases for Manitoba and Winnipeg Unicity: 1986-87 to 1988-89

MONTH	Total Province			Winnipeg Unicity		
	1986-87	1987-88	1988-89	1986-87	1987-88	1988-89
April	10,158	9,569	10,155	8,523	8,132	8,735
May	9,944	9,099	10,375	8,486	7,767	8,895
June	9,699	9,517	9,960	8,306	8,125	8,637
July	9,388	9,585	9,924	7,985	8,220	8,612
August*	8,978	10,493	9,917	7,513	8,965	8,666
September	8,988	10,265	9,601	7,708	8,770	8,369
October	8,747	10,104	9,328	7,457	8,804	8,051
November	8,478	10,249	9,525	7,211	8,812	8,168
December	9,557	10,785	9,788	7,980	9,146	8,338
January	9,497	10,551	10,061	8,182	9,193	8,776
February	9,591	10,262	10,011	8,113	8,823	8,657
March	9,614	10,410	9,959	8,065	8,899	8,632
MONTHLY AVERAGE	9,387	10,074	9,884	7,961	8,638	8,545

* The City of Winnipeg changed from a manual to an automated management system in August 1987. As a result, data from that month through to March 1988 are not directly comparable to data from previous years.

Municipal Assistance:

Number of Recipients for Manitoba and Winnipeg Unicity: 1986-87 to 1988-89

MONTH	Total Province			Winnipeg Unicity		
	1986-87	1987-88	1988-89	1986-87	1987-88	1988-89
April	16,779	15,977	16,338	13,490	12,971	13,561
May	16,188	15,316	16,554	13,243	12,653	13,786
June	15,667	14,751	16,020	12,987	12,140	13,350
July	15,222	15,797	15,897	12,614	13,128	13,385
August*	14,973	16,392	16,118	12,151	13,594	13,521
September	14,819	16,305	15,544	12,144	13,594	12,999
October	14,268	16,194	15,150	11,841	13,647	12,605
November	14,025	16,506	15,443	11,527	13,659	12,708
December	15,926	17,483	16,088	12,783	14,129	13,096
January	15,921	16,869	16,285	13,213	14,249	13,708
February	16,055	16,540	16,253	12,869	13,676	13,446
March	16,037	16,751	15,992	12,932	13,792	13,320
MONTHLY AVERAGE	15,490	16,240	15,974	12,650	13,436	13,290

* The City of Winnipeg changed from a manual to an automated system in August 1987. As a result, data from that month through to March 1988 are not directly comparable to data from previous years.

Municipal Assistance:

Expenditures for Manitoba and Winnipeg Unicity*: 1986-87 to 1988-89

MONTH	Total Province			Winnipeg Unicity		
	1986-87	1987-88	1988-89	1986-87	1987-88	1988-89
April	\$ 3,717.6	\$ 3,773.4	\$ 3,877.6	\$ 3,267.8	\$ 3,332.2	\$ 3,432.7
May	3,581.8	3,329.1	3,954.7	3,167.1	2,954.5	3,551.1
June	3,355.5	3,787.4	4,065.8	3,007.0	3,228.8	3,657.7
July	3,257.7	3,539.3	3,592.6	2,919.3	3,179.3	3,215.8
August	3,050.5	3,355.9	3,912.2	2,696.0	2,992.9	3,524.3
September	3,054.3	3,596.6	3,621.0	2,716.1	3,232.0	3,246.6
October	3,250.8	4,201.8	3,589.6	2,916.1	3,851.8	3,228.5
November	2,893.9	3,451.3	3,736.1	2,541.1	3,074.4	3,330.7
December	3,834.2	4,565.7	4,178.0	3,377.5	4,062.5	3,677.6
January	3,443.0	3,922.1	3,985.0	3,211.2	3,518.5	3,562.9
February	3,277.1	3,972.0	3,865.0	3,065.6	3,512.7	3,448.0
March	3,586.7	4,392.0	3,965.7	3,358.5	4,054.2	3,713.3
TOTAL	\$40,303.1	\$45,886.6	\$46,343.3	\$36,243.3	\$40,993.8	\$41,589.2

*Gross Municipal Assistance Expenditures (Municipal and Provincial shares).

The Social Services Advisory Committee

The Social Services Advisory Committee is established by **The Social Services Administration Act** and appointed by the Lieutenant-Governor in Council. The jurisdiction of the Committee as an appeal board for the Social Allowances Program, including Student Social Allowances, and the Municipal Assistance Program, is set out in Section 9 of **The Social Allowances Administration Act** and in Sections 441 to 443 of **The Municipal Act**. It is in the capacity of an appeal board for these programs that the Committee hears appeals throughout Manitoba with regard to denial, cancellation, suspension and variance of amount of assistance granted. In addition, appeals concerning denial of the right to apply for assistance, and an unreasonable delay in making a decision are heard. Final orders or decisions of the Committee may be subject to appeal to the Court of Appeal when permission to do so has been obtained from a judge of the Court of Appeal. That permission may be granted only when the jurisdiction of the Committee or a point of law are in question.

The Committee also hears appeals related to Child Day Care subsidies to parents and guardians and to 55 PLUS - A Manitoba Income Supplement.

Appeals regarding the denial, suspension or cancellation of a license or letter of approval relating to residential care facilities and child care facilities are heard by the Committee as well. These decisions of the Committee may be open to appeal to the Court of Queen's Bench.

In its advisory capacity, the Committee considers matters referred to it by the Minister and responds by way of a report. The Committee also draws to the attention of the Minister issues which arise during hearings which may have implications for the Department.

During the hearings, the Committee may also draw an appellant's attention to other available services. In this regard, the Committee members undertake to keep themselves informed about relevant programs and policies.

A summary of the appeals received, and their disposition, is provided in the following table:

Social Services Advisory Committee:

Appeals Received by Basis of Appeal and Disposition: 1987-88 and 1988-89

Basis of Appeal	Disposition										
	Appeals Received		Allowed		Dismissed		Withdrawn		Did Not Appear		Other
	1987-88	1988-89	1987-88	1988-89	1987-88	1988-89	1987-88	1988-89	1987-88	1988-89	
Not Allowed	6	6	2	1	—	—	3	3	1	2	—
To Apply											
Decision	3	2	1	1	2	1	—	—	—	—	—
Delayed											
Application	132	167	21	23	66	69	27	56	18	19	—
Denied											
Assistance	165	257	23	21	80	120	43	80	19	36	—
Cancelled											
Assistance	145	154	36	16	54	65	44	63	10	10	—
Insufficient											
Other	4	15	1	—	1	—	2	—	—	—	15
TOTAL	455*	601**	84	62	203	255	119	202	48	67	15

*Includes 19 appeals against the Child Day Care Program, 5 appeals against the Office of Residential Care and 4 appeals against the 55 PLUS Income Supplement Program. In addition, there were 8 appeals outside the jurisdiction of the Committee.

**Includes 28 appeals against the Child Day Care Program, 6 appeals against the Office of Residential Care and 22 appeals against the 55 PLUS Income Supplement Program. In addition, there were 15 appeals outside the jurisdiction of the Committee.

Administrative Services Division

W. Henderson - Executive Director

The Administrative Services Division is responsible for providing central management and administrative support services to the Department, including planning and administrative policy development, financial and accounting services, personnel management services, systems and computer support services.

Financial and Administrative Services

The Financial and Administrative Services branch comprises the Accounting, Revenue, Budgetary and Administrative functions, as well as the administration of the Social Allowances Health Services Program, Municipal Assistance Program and the Social Allowances Lien Registry.

Accounting and Revenue processes all departmental expenditures and revenues. This includes processing of all departmental payments of accounts, including those payments made under the Social Allowances Program. This area is responsible for summarizing related statistical information, maintaining and recording output expenditure data from computerized voucher accounting records and special chequing accounts and the distribution of expenditure and revenue reports.

The Budgetary function includes the co-ordination of comprehensive fiscal budget support services to the Departmental divisions. This consists of the preparation and presentation of the Department's annual budget estimates, ongoing budget analysis and monitoring of expenditures and revenues and provision of related reports to Departmental management. The Budgetary function also includes the administration of Canada Assistance Plan cost-sharing agreements with the Federal Government; this requires compilation of financial statistics for inclusion in the Government claim to Canada and ongoing consultation and liaison with Federal Canada Assistance Plan staff.

Administrative functions comprise the management of the Departmental vehicle fleet, co-ordination and acquisition of telephone and other communication requirements, monitoring departmental purchasing activities and assisting with the management of the Departmental program and administrative space requirements.

Administration of the Social Allowances Lien Registry includes the registration of renewals, discharges and collection of related revenue and filing of changes to Acts and Regulations, including Gazetting of same.

The Social Allowances Health Services Program provides drug, dental and optical goods and services to Social Allowances Program recipients. Administration of the program includes issuance of quarterly benefit certificates, maintaining patient services profiles,

processing related accounts for payment and authorizing special services. Other areas of responsibility include: providing statistical and financial data; negotiating various agreements with professional organizations supplying health services and goods; and providing pharmaceutical liaison services including auditing and inspecting retail pharmacies serving Social Allowances Health Services clients.

The branch also administers the Municipal Assistance Program through the recording and processing of all Municipal Assistance claims and expenditures.

The impact of the Financial and Administrative Services branch automated system for disbursements and revenues implemented in fiscal 1987-88 has provided the opportunity for further review and redesign of parallel accounting and administrative procedures which have enabled the branch to be more efficient and effective in the handling of these functions. As well, the branch also installed a micro-computer network enabling more efficient integrated updating of budgetary data. This has assisted in the more timely monitoring and analysis of departmental expenditures. The branch has also improved its procedures and systems for auditing Social Allowances Health Services Program claims with particular emphasis on pricing controls and abuse prevention.

Personnel Management Services

The Personnel Management Services branch is responsible for the ongoing development, implementation and maintenance of an effective human resources program, as well as personnel policy administration. Centralized services provided to the Department include recruitment and selection, classification, job evaluation, employee relations, employee benefits; and payroll administration and human resource development.

During the past year, the Personnel Policies and Procedures Manual developed in 1987-88 was distributed throughout the Department. Distribution of the manual created a good opportunity for frank discussion regarding the nature, key issues and requirements of personnel management throughout the Department. As a second stage in the evolution of the personnel management function within the Department, a detailed orientation program for new employees was developed and implemented.

Considerable work has been done by the branch to facilitate staff development, including further training in components of performance management and the introduction of a forward planning element to the monitoring system put in place in 1988-89. Performance analyses are being conducted in more sections and levels of the organization than in previous years. To further facilitate staff development throughout the

Department, the Branch has developed a monitoring system which tracks courses attended, educational leave and assistance provided, including costs relative to each. The branch has continued to support the Province's Affirmative Action Policy, maintaining the percentage of target group members recruited to the Department.

Information Systems

The Information Systems branch is responsible for providing technical expertise in developing and maintaining systems which serve Departmental programs. These systems may be operational or administrative in nature. The branch's support includes forms design, operations manuals preparation, computer systems design and implementation, and hardware and software equipment acquisition.

Existing automated systems support the production of social allowances cheques, the Social Allowances Health Services Program, the Child Related Income Support Program and the 55 PLUS — A Manitoba Income Supplement program.

During the past year, the branch has implemented a Social Allowances Recipients Diversion Fund tracking system, and enhanced the Social Allowances Management Information Network (SAMIN). SAMIN calculates client budgets and issues form letters, health benefit cards and Indian Affairs billing information. The system also generates statistical and management reports.

The Information Systems branch also installed the Department's second local area network. The network has enabled the Finance and Administration branch to become more efficient and productive in monitoring and analyzing budgetary data and expenditures.

The branch will continue to support all existing production systems and will develop new systems to improve productivity and efficiency.

Research and Planning

M. Billinkoff - Executive Director

Research and Planning is responsible for providing the Minister, Deputy Minister and senior officials with information, assistance and recommendations contributing to effective planning and management within the Department.

Responsibilities of the branch include:

- Management support and co-ordination in such areas as strategic planning, priority setting, preparation of policy papers and briefing information, and departmental representation on inter-departmental committees;

- Program analysis and assessment including the provision of technical support for research undertaken by other branches of the Department;
- Federal-provincial relations including involvement on various intergovernmental committees for both labour market and social services matters;
- Labour market research on economic indicators, forecasts, conditions and trends, occupational outlook, and provincial training needs; and
- Policy analysis related to training and employment and income security issues.

Major activities and projects undertaken by the branch during 1988-89 were:

Management Support

During 1988-89, the Research and Planning branch continued to co-ordinate strategic planning, develop multi-year priorities, and co-ordinate the preparation of policy papers, and submissions to Cabinet. The branch prepared briefing materials and information on a wide range of topics and issues for the Minister and Deputy Minister as well as for House debate. Responses to correspondence on behalf of the Minister and Deputy Minister were drafted. Branch staff represented the Department on numerous interdepartmental committees of officials (e.g., Core Area Agreement, Women in Training, Decade of the Disabled).

Program Analysis and Assessment

Research and Planning conducted assessments of selected Departmental programs, with particular attention to federal-provincial training and employment measures for social assistance recipients. Various program inventories were prepared and published during the 1988-89 fiscal year. Technical support for research undertaken by other branches of the Department was also provided. The branch continues to monitor and analyze federal Canadian Jobs Strategy expenditures.

Federal-Provincial Relations

Research and Planning prepared briefing material for Ministers' and Deputy Ministers' intergovernmental meetings in the areas of both labour market and social services (income security) matters; contributed briefing material for Premiers' meetings; and co-ordinated responsibilities as lead province on labour market matters for the 1988-89 fiscal year. Branch staff assisted in the negotiation of specific federal-provincial agreements such as the Canada-Manitoba Agreement on Employability Enhancement for Social Assistance Recipients and the Program for Older Worker Adjustment; served on federal-provincial management committees for the Canada-Manitoba Training Agreement and the Social Assistance Recipients' Agreement; undertook ongoing liaison with Health and Welfare Canada regarding Canada Assistance Plan cost-

sharing issues; and participated in federal-provincial working groups on Homemakers Pensions and Canada Pension Plan Survivors Benefits.

Labour Market Research

Over the past year, the branch continued to review and analyze economic indicators, forecasts and conditions/trends in the labour market; conduct monthly briefings and prepare reports on Labour Force Survey data. Staff prepared quarterly reports on trends in the labour market; analyzed occupational trends and reported on their implications for training programs. As research experts on the labour market, staff contributed to various reports of the Government such as the budget overview.

Policy Analysis - Training and Employment Issues

Branch staff prepared reports on provincial training needs and priorities, skill requirements, and potential skills shortages; participated in interdepartmental training strategy development and co-ordination; monitored training and employment measures in other provinces and other countries; and assisted in the designing of new programs.

Policy Analysis - Income Security Issues

The branch identified and assessed options for social assistance reform; monitored and assessed federal social policy initiatives such as day care, tax reform, and federal budget impacts on low-income families; monitored social assistance policies and rates in other provinces; monitored and analyzed growth and

changes in the composition of Manitoba's social assistance caseload; and assessed statistics on the incidence of poverty. Branch staff also represented Manitoba regarding Canada Pension Plan reform, Canada Pension Plan Survivors Benefits, Homemakers Pensions and National Disability Insurance.

Communications

J. Little - Communications Co-ordinator

The Communications branch co-ordinates the production and issuing of public information related to the Department.

In 1988-89, the branch developed communications plans for all policy and programming carried out by the Department and monitored the impact of Departmental activities on the public with a view to assessing the need for improved programming or communications.

Day-to-day activities of the branch included preparation of news releases, speaking notes and other communications materials, media contact, direct liaison with the public, co-ordination of public events, liaison with Department branches on the production of communications materials, development of displays, and liaison with other provincial departments, other levels of government and non-governmental agencies whose activities are related to the operations of the Department.

Manitoba Bureau of Statistics

W. Falk - Director

The Manitoba Bureau of Statistics (MBS) operates under the terms of the Manitoba Statistics Act, as the central statistical agency for the province. The legislation which created MBS in 1972 is similar to the federal statistics act, and empowers the Bureau to plan, promote, develop and distribute integrated social and economic statistics relating to the province. The Bureau's primary objective is to actively participate in the development of both the provincial and national statistical systems. In order to further this objective, MBS functions as the focal point for interface between the province and Statistics Canada.

The MBS mandate has traditionally been implemented through four major areas of activity:

- Responding to requests for statistical information from provincial government departments and agencies, the business community and the general public.
- Liaison between Statistics Canada and provincial user departments and agencies, and with other provincial bureaus.
- Provision of statistical data common to all government departments and agencies to avoid duplication of effort.
- Undertaking data development, survey consulting/design and data processing on behalf of government departments and agencies.

Major MBS programs/activities for 1988-89 included:

- Maintenance of an economic accounts framework for the Manitoba economy for the period 1961 to 1988. These accounts measure the overall performance of the provincial economy, with additional detail about principal industries and sectors. Revised annual data for 1974 to 1987 was released and circulated. In addition, a system of Quarterly Economic Accounts (Income Account) was updated. Available quarterly information includes Gross Domestic Product (GDP), Personal Income, and GDP by Industry for 19 industry groups. Preliminary 1988 economic performance data was made available with the release of the fourth quarter, 1988 report on March 28, 1989.
- Development of a new set of Manitoba and Regional level population projections as well as Manitoba labour force projections for the period 1988-2011. These projections, for use throughout the Manitoba public and private sectors, indicate that age shifts now occurring in Manitoba's population can impact significantly on government and business operations.
- Maintenance of the Manitoba Sourcing Directory. Developed by MBS on behalf of client departments,

the directory is a computerized database containing information on the industrial and commercial capabilities of individual business firms in Manitoba. This information, which is available on 1,557 manufacturers, 391 industrial service firms, and 1,412 northern businesses, is used to promote Manitoba made products and capabilities. For 1988-89, the information in the manufacturing database was updated, identifying over 2,500 unique products manufactured by Manitoba manufacturers.

- Maintenance of the MBS computer based geocoding system for production of small area data from administrative records containing postal code identifiers. The primary use of this system is to provide custom tabulations according to user-defined geographic boundaries. Utilizing this system, MBS is updating its detailed statistical profile of Manitoba's eight economic regions (i.e., population estimates and projections, income distributions, economic dependency ratios, business structure, employment, and unemployment rates).
- Continued production and dissemination of current Manitoba profile reports dealing with subjects such as female/male income differentials, regional vital statistics, inter-provincial and intra-provincial migration, international trade, business structure, and characteristics of Manitoba manufacturers, as well as other industry sectors. These reports are described in the MBS Information Products Catalogue. Report prices range from \$10.00 to \$50.00 and are available to both government and non-government clients. A total of 475 topical statistical reports were distributed to MBS clients. In addition, the Manitoba Statistical Review, a quarterly statistical compendium, had a subscription circulation of 157. There are 13 subscriptions (8 Manitoba government, 3 federal government, 2 business) to the full subscription service entitling the subscriber to receive one copy of each MBS publication.
- Provision of summary reports of Key Economic Indicators (e.g. Labour Force, Consumer Price Index, Population, Investment) to selected Ministers and senior government officials. These reports, presenting relevant information in both table and chart format, are distributed on the day of release. Another key economic indicator activity was the production of the "Quarterly Economic Summary". This report highlights 14 of the most commonly used indicators through the use of charts, statistical tables and a concise executive summary of recent provincial developments.
- Provision of survey consulting services to provincial government clients. This involves either assessment of proposed departmental surveys or actual survey design/implementation for the client. For 1988-89,

MBS provided consulting for 19 departmental surveys (11 under Executive Council's Survey Review Program) as well as conducting ongoing surveys for government departments and agencies. These surveys monitored food and energy prices, accommodation occupancy rates, and tourist highway traffic flows.

- Assistance to departments regarding their statistical activities by providing statistical, economic and computer consulting services. A major activity was the provision of statistical consulting services to various public organizations relating to the implementation of Pay Equity within their organizations. Economic consulting services included the undertaking of economic analysis for the Autopac Review Commission and economic impact assessments regarding the operation of Manfor and the Western Canada Lottery Foundation.
- Responding to requests from government/non-government individuals for information from MBS developed databases (Manitoba Economic Accounts, Business Register, Vital Statistics,

Manitoba Sourcing Directory, Postal Code Translator File). As well, MBS responded to requests for non-MBS developed data.

- Representation of Manitoba on the Federal/Provincial Consultative Council on Statistical Policy as well as 6 federal/provincial statistical committees. Co-ordinated responses to various federal/provincial statistical matters including the acquisition of aboriginal data from the 1986 Census, and custom census data retrievals.
- Various interdepartmental liaison activities including the Demographics Statistics Committee, Data Users Planning Committee, Regional Data Development projects, Regional Migration Study, and Provincial Electoral Constituency Data Development.
- Utilization of micro-computers further increased the efficiency of the Bureau's activities. This has also reduced the necessity for utilizing external computer services.

Manitoba Women's Directorate

D.M. Oulton - Executive Director

The mandate of the Manitoba Women's Directorate is to work within government to improve the status of women in Manitoba.

As the staff organization for the Minister responsible for the Status of Women, policy and program analysts work in conjunction with other departments and agencies in order to recommend measures to eliminate barriers, enhance services and increase opportunities for women.

This is accomplished by evaluating government programs, policies and legislation to determine their impact on women. Staff members co-ordinate research and policy analysis on status of women issues, as well as providing policy options to government. This includes the identification of measures necessary to enhance opportunities for women in new and existing policies.

Issues of ongoing importance include native women, health issues, assistance to single parents, training and education, services to battered women, access to services in rural and northern areas and employment equity.

The Branch also produces information materials on government initiatives aimed at improving the status of women.

Overview of Activities

- The Women's Directorate played a central role in The Women's Initiative, a five-month, province-wide consultation on the effectiveness of government programs and services to women. The branch's involvement in this Initiative has had a direct impact on the direction of the branch's activities. The Executive Director and one of the policy analysts of the Directorate were members of the Women's Initiative Consultation Committee, which held more than 60 meetings in rural and northern communities, as well as Winnipeg.
- Directorate staff also co-ordinated the establishment of an inter-departmental committee whose purpose is to determine how government programs and services can be more responsive to women's needs. The Women's Directorate co-ordinated the advertising and itinerary plans, and produced two supplementary reports - "The Women's Initiative: Departmental Inventory of Programs and Services for Women" and "Summaries of Consultations".
- Two papers were produced for Federal/Provincial-Territorial Ministers responsible for the Status of Women meetings in 1988-89. "Work and Family Responsibilities" gave Manitoba's position on Women's dual roles and an updated paper "A Framework for Training for Women" were prepared by the Women's Directorate.
- In preparation for a joint meeting of Status of Women and Education Ministers in February, the Women's

Directorate collaborated with Status of Women Canada to produce a report entitled "The Participation of Girls and Women in Maths, Science and Technology". This paper was distributed to all school divisions in the province.

- Distribution of information materials included 800 sets of fact sheets on 12 women's issues. In co-operation with the Department of Industry, Trade and Tourism, the Directorate also produced "Of Interest to Women", a guide on programs and services in the areas of education and training, employment and business.
- The Women's Directorate also produced a poster entitled "The Noteworthy Nine", featuring the nine women in the Manitoba Legislature. Distribution of the poster included women's groups and schools throughout the province.
- The Directorate's newsletter, "About Women", continues to be a chief source of information on government initiatives as they affect the status of women. A Special Edition of "About Women" focussed on the Women's Initiative.
- Special events co-ordinated by the Women's Directorate included the annual Persons' Day Dinner, co-sponsored by the Premier and the Minister responsible for the Status of Women. The dinner, which is held in recognition of the date in 1929 when women were legally declared "persons" by the British Privy Council, was attended by about 75 women's group representatives.
- An Open House reception to celebrate International Women's Day in March, also organized by the Women's Directorate staff, was attended by more than 300 members of the public and representatives of women's community groups.

In the upcoming year, the focus of the Women's Directorate is expected to change considerably, as a decentralization effort is carried out. The Directorate will be hiring two field staff to service rural and northern areas of the province.

An increased focus on services to women's community groups such as providing assistance in the design of feasibility studies, conducting workshops and assistance in developing funding proposals will be part of the new mandate. Additional research and education projects are expected to increase the profile and resources of the branch's Winnipeg office.

Phase I of the Directorate's improved information system is expected to begin over the next year with the production of more information on government programs and services of interest to women. An example of the co-operation between the Directorate and community is the planned conference on women and aging being co-sponsored by the Women's Directorate and the Manitoba Council on Aging in October, 1989.

Expenditure Summary by Appropriation

Year Ended March 31, 1989

Employment Services and Economic Security

Expenditure Summary by Appropriation

April 1, 1988 to March 31, 1989

Appro. No.	Service	1988-89			Explanation No.
		Actual (\$000)	Estimate (\$000)	Variance (\$000)	
34-1	Administration and Finance	2,939.2	3,036.9	(97.7)	
34-2	Economic Security	234,595.3	232,709.8	1,885.5	
34-3	Employment Services	27,791.4	29,650.5	(1,859.1)	
34-4	Manitoba Bureau of Statistics	390.3	403.4	(13.1)	
34-5	Status of Women	701.4	764.8	(63.4)	
TOTAL		266,417.6	266,565.4	(147.8)	
34-1	ADMINISTRATION AND FINANCE				
	a) Minister's Salary	11.5	10.3	1.2	
	b) Executive Support				
	Salaries	311.3	295.3	16.0	
	Other Expenditures	60.3	62.4	(2.1)	
	c) Research and Planning				
	Salaries	421.9	437.	(16.0)	
	Other Expenditures	79.7	80.1	(0.4)	
	d) Communications				
	Salaries	104.7	109.0	(4.3)	
	Other Expenditures	19.5	19.8	(0.3)	
	e) Finance & Administrative Services				
	Salaries	1,070.5	1,150.7	(80.2)	
	Other Expenditures	226.8	230.6	(3.8)	
	f) Personnel Management Services				
	Salaries	233.5	217.7	15.8	
	Other Expenditures	20.2	20.6	(0.4)	
	g) Information Systems				
	Salaries	367.2	388.4	(21.2)	
	Other Expenditures	12.1	14.1	(2.0)	
Total 34-1		2,939.2	3,036.9	(97.7)	
34-2	ECONOMIC SECURITY				
	a) Administration				
	Salaries	1,092.6	1,144.2	(51.6)	
	Other Expenditures	2,440.6	2,324.7	115.9	
	Social Services				
	Advisory Committee				
	Salaries	79.3	86.9	(7.6)	
	Other Expenditures	117.0	73.8	43.2	

Expenditure Summary by Appropriation

Year Ended March 31, 1989

Employment Services and Economic Security
Expenditure Summary by Appropriation
April 1, 1988 to March 31, 1989

Appro. No.	Service	-----1988-89-----			Explanation No.
		Actual (\$000)	Estimate (\$000)	Variance (\$000)	
34-2	ECONOMIC SECURITY (cont'd)				
	b) Social Allowance Programs				
	Social Allowances	153,170.7	150,390.0	2,780.7	1
	Social Allowances				
	Health Services	11,616.3	11,777.0	(160.7)	
	Municipal Assistance	43,740.3	42,419.3	1,321.0	2
	c) 55 PLUS — A Manitoba				
	Income Supplement				
	Salaries	137.4	184.6	(47.2)	3
	Other Expenditures	91.0	107.1	(16.1)	
	Financial Assistance	8,877.0	9,692.0	(815.0)	
	d) Child Related Income				4
	Support Program				
	Salaries	397.7	413.1	(15.4)	
	Other Expenditures	94.7	164.3	(69.6)	
	Financial Assistance	5,821.4	6,500.0	(678.6)	
	e) Economic Security Field				
	Operations				
	Salaries	6,276.4	6,788.8	(512.4)	5
	Other Expenditures	642.9	644.0	(1.1)	
TOTAL 34-2		234,595.3	232,709.8	1,885.5	
34-3	EMPLOYMENT SERVICES				
	a) Administration				
	Salaries	281.5	350.4	(68.9)	
	Other Expenditures	212.5	235.4	(22.9)	
	b) Employment Development				
	and Youth Services				
	Salaries	835.8	850.7	(14.9)	
	Other Expenditures	106.3	124.3	(18.0)	
	Employment Programs	14,231.5	15,103.9	(872.4)	6
	c) Immigration and				
	Settlement Services				
	Salaries	591.6	611.7	(20.1)	
	Other Expenditures	298.6	307.3	(8.7)	
	d) Regional Employment				
	Services				
	Southern Employment				
	Resources				
	Salaries	567.1	601.2	(34.1)	
	Other Expenditures	120.6	116.7	3.9	

Expenditure Summary by Appropriation

Year Ended March 31, 1989

Employment Services and Economic Security
Expenditure Summary by Appropriation
April 1, 1988 to March 31, 1989

Appro. No.	Service	1988-89			Explanation No.
		Actual (\$000)	Estimate (\$000)	Variance (\$000)	
34-3	EMPLOYMENT SERVICES (cont'd)				
	Northern Employment Support Services				
	Salaries	935.3	992.1	(56.8)	
	Other Expenditures	571.2	610.5	(39.3)	
	Northern Youth Corps	651.5	679.7	(28.2)	
	Less: Recoverable from Northern Affairs & Enabling Vote	(2,158.0)	(2,282.3)	124.3	
	Human Resources				
	Opportunity Program				
	Salaries	1,019.2	1,041.5	(22.3)	
	Other Expenditures	169.8	152.0	17.8	
	Financial Assistance	190.7	397.3	(206.6)	
	Human Resources				
	Opportunity Centres	3,919.2	3,988.6	(69.4)	
	Single Parent Job Access Program	1,742.6	1,900.0	(157.4)	
	e) Employment Training				
	Labour Market Programs				
	Salaries	180.7	182.4	(1.7)	
	Other Expenditures	476.4	768.1	(291.7)	
	Selkirk Training Plant				
	Salaries	426.9	429.1	(2.2)	
	Other Expenditures	580.0	583.8	(3.8)	
	Less: Recoverable from other Appropriations	(298.4)	(281.0)	(17.4)	
	Inter-Governmental Relations				
	Salaries	310.0	154.7	155.3	
	Other Expenditures	73.4	228.7	(155.3)	
	New Careers - North				
	Salaries	1,345.8	1,799.4	(453.6)	7
	Other Expenditures	833.9	466.6	367.3	
	Less: Recoverable from Northern Affairs & Enabling Vote	(2,179.7)	(2,266.0)	86.3	
	New Careers - South				
	Salaries	1,201.7	1,523.3	(321.6)	7
	Other Expenditures	378.5	123.1	255.4	

Expenditure Summary by Appropriation

Year Ended March 31, 1989

Employment Services and Economic Security
Expenditure Summary by Appropriation
April 1, 1988 to March 31, 1989

Appro. No.	Service	1988-89			Explanation No.
		Actual (\$000)	Estimate (\$000)	Variance (\$000)	
34-3	EMPLOYMENT SERVICES (cont'd)				
	Stevenson Aviation and Technical Training Centre				
	Salaries	134.7	140.8	(6.1)	
	Other Expenditures	40.5	16.5	24.0	
TOTAL 34-3		27,791.4	29,650.5	(1,859.1)	
34-4	MANITOBA BUREAU OF STATISTICS				
	Salaries	405.1	417.9	(12.8)	
	Other Expenditures	52.4	45.5	6.9	
	Less: Recoverable from other Appropriations	(67.2)	(60.0)	(7.2)	
TOTAL 34-4		390.3	403.4	(13.1)	
34-5	STATUS OF WOMEN				
	a) Advisory Council on the Status of Women				
	Salaries	130.1	133.3	(3.2)	
	Other Expenditures	126.7	126.9	(0.2)	
	b) Women's Directorate				
	Salaries	322.4	344.9	(22.5)	
	Other Expenditures	122.2	159.7	(37.5)	
TOTAL 34-5		701.4	764.8	(63.4)	
TOTAL EXPENDITURES		266,417.6	266,565.4	(147.8)	

Employment Services and Economic Security

Explanations

April 1, 1988 to March 31, 1989

1. Overexpenditure in Social Allowances was due to:
 - a) an increase from the level originally anticipated for 1987-88 actual program expenditures which formed the base of the 1988-89 estimate,
 - b) an accounting change implemented for 1988-89 with respect to the application of late supplier bills processed after the close of the fiscal year. For 1988-89 these accounts which would have normally been absorbed in the subsequent year were applied back to 1988-89,
 - c) changes in the financial needs and distribution and composition of the Program's caseload, which is comprised of 10 types of cases that vary in terms of needs and costs.
2. Overexpenditure in Municipal Assistance was due to:
 - a) an increase in welfare services costs relating to a one-time payment for systems development costs incurred by the City of Winnipeg's social services department,
 - b) an accounting change implemented for 1988-89 with respect to the application of late municipal billings processed after the close of the fiscal year. For 1988-89 these accounts which would have normally been absorbed in the subsequent year were applied back to 1988-89.
3. Underexpenditures in 55 Plus - Financial Assistance was due to:
 - a) a lower than estimated caseload,
 - b) timing of enrollments resulted in not all clients receiving full year benefits,
 - c) a lower than anticipated cost per case.
4. Underexpenditure in Child Related Income Support Program — Financial Assistance is the result of a lower than estimated caseload.
5. Underexpenditure in Economic Security Field Operations — Salaries is the result of vacancies and restrictions on overtime.
6. Underexpenditure in Employment Programs is primarily the result of employer attrition in the CareerStart and Job Training for Tomorrow programs, as well as a later than anticipated start date for the Gateway Program.
7. Underexpenditure and comparable overexpenditure between New Careers Salaries and Other Expenditure sub-appropriations primarily relates to the method of payment of trainee allowances. Training wages are either paid directly by the Department through the Departmental payroll system, or paid by the participating employer who in turn invoices the Department, in which case the charge is made through Other Expenditures.